SkyGWO

User Manual

V1.0.5

Table of Contents

1. Introduction....4
    1.1 Package Contents....5
    1.2 Product Specification....5
    1.3 Main Features....5
    1.4 Minimum System Requirements....7
2. SkyGWO Application and Installation Procedure Diagram....8
    2.1 SkyGWO Application....8
    2.2 Before Proceed....9
    2.3 SkyGWO Installation Procedure Diagram....9
3. Install Skype Software....11
4. SkyGWO Hardware Setup....18
    4.1 PCI-E SkyGWO Hardware....18
    4.2 Connect SkyGWO to a server PC....19
    4.3 Connect SkyGWO to PBX....23
5. Install SkyGWO Software....24
    5.1 SkyGWO Software Installation....24
6. Configure Skype Option....34
    6.1 Allow Anyone Call In/Chat....34
    6.2 Set Skype Always Online....35
    6.3 Disable Skype Sounds....36
    6.4 Disable Skype Video....36
7. SkyGWO Setting....38
    7.1 General Setting Page....46
        7.1.1 Skype Account Setting....49
    7.2 Configure Setting Page....52
    7.3 Audio Setting Page....53
    7.4 Phone Setting Page....54
    7.5 Alert Setting Page....56
8. SkyGWO Administrator Web Management....60
    8.1 Administrator Login....60
    8.2 Administrator Web Page....61
        8.2.1 View & Modify Administrator's Information....61
        8.2.2 Administrator Logout....62
    8.3 User Account Management....62
        8.3.1 Add User....63
        8.3.2 View & Modify User's Information....64

8.3.3 Delete User....64
8.4 Public Phonebook Management....65
8.4.1 Add Public Phonebook Contacts....65
8.4.2 View & Modify Public Phonebook....67
8.4.3 Delete Public Phonebook Contacts....68
8.5 Security....68
8.5.1 Security setting for incoming call....68
8.5.2 Security setting for outgoing call....71
8.6 Call Log....73
8.7 Tool....74
9. SkyGWO Web Management for non-Administrator....77
9.1 User Setting Page....77
9.1.1 View & Modify User's Information....78
9.1.2 User Logout....79
9.2 Private Phonebook Management....80
9.2.1 Add Private Contacts....80
9.2.2 View & Modify Private Contacts....81
9.2.3 Delete Private Contacts....82
9.2.4 View Public Contacts....83
9.3 View User's Call Log....83
9.4 My Skype....84
9.4.1 How to get Skype contacts....85
9.5 FAQ....90
10. How to make Skype calls....93
10.1 Make a Skype call....93
10.2 Cheese Button....94
11. FAQs....96
12. Regulation....108

1. Introduction

Nowadays Skype™ has been a popular IM for voice/chat application and there has been a big Skype community worldwide. However, Skype scares enterprises for its strict security. In order to prevent employee sending out confidential information easily, many companies prohibit Skype usage in office. With the increasing Skype user base and benefits of phone bill reduction, many companies are eager to have the Skype voice application, but are still worry about security issues. SkyGWO, a four port FXO Skype gateway, can help enterprise solve the dilemma. It supports up to 12 ports in one PC now.

By connecting SkyGWO with company's existing PBX extension ports, employees can make/receive Skype calls through their desktop phones. Employees don't need to install Skype in personal PC to increase MIS's burdens and security concerns. With SkyGWO installation, different location offices can have a free communication via this platform. International calls for foreign remote office can be achieved at low cost via such an intra-office communication platform. Through Skype Button function, 800 service call can be replaced by the free Skype web call or SkypeIn. Enterprise can benefit cheaper communication fee and even better communication platform for B2B or B2C through SkyGWO.

Although smart phone is very popular for Skype call now, but 3G Skype call quality is not so good sometimes. Even 4G Skype calls might have problem when you are on a high speed move. With SkyGWO installation, employee can call back office via landline or mobile for a good quality Skype international call to deal with important business communication any time. It is similar as Skype To Go service but with more flexibility. This will add employee's mobile communication and reduce MIS's Skype's management burden.

After DID function is integrated with SkypeIn service, 800 service can be well replaced by DID function. DOD function can make remote office employees or mobile employees easily be reached just as they stay in office. SkyGWO supports two kinds of phone books, public phone book and private phone book. MIS maintains the public phone book and employees can take care of own private phone book through web without MIS's help.

Furthermore, SkyGWO provides a very simple way to contact colleagues via its Cheese button function. Usually you call colleague's office extension number first and then call his/her mobile number if he/she is not reachable. With Cheese button function, you call colleague's speed dial and then press "#?" key until you find the colleague. You don't need to memorize lengthy phone numbers. Just preset your contacts with their reachable phone numbers and enjoys the convenience of Cheese button function.

In addition, SkyGWO has flexible Skype call management and call log statistics. MIS can manage SkyGWO remotely. SkyGWO will send out Skype or SMS alert to MIS if any failure happens.

Thanks for choosing this innovative and user friendly SkyGWO product.

1.1 Package Contents

- One PCI-E SkyGWO device
- One dedicated USB dubon cable
- Four telephone cables(RJ-11)
- One installation CD
- One quick user guide

1.2 Product Specification

- PCI-E card form factor for PCI or PCI-E bus
- 4 Pin USB header for desktop PC motherboard
- One 4 Pin 5/12V power connector for PC power supply connector(Only 5V is used)
- 4 FXO ports for PBX's internal extension lines
- One red power LED, one reset button and 4 green LEDs for 4 FXO ports status
- Support Skype V6.18.0.106(or 6.16.0.105)
- Support Windows 8、7 or Windows XP SP3

1.3 Main Features

- When employees are out of office, they can call back office via landline or mobile and then make Skype/SkypeOut to customers to ensure call quality

- Employees out of office can call back office via Skype to reduce high international roaming fee of mobile phone
- International calls at remote office country can be achieved at low cost via such an intra-office communication platform
- Most suitable for free company intranet voice communication, 800 service call, B2C/ B2B voice communication
- Make Skype calls through existing office extension phones, no need of microphones, speakers and Skype for every employee's PC. Or make Skype calls via calling office landline
- Support DID(Direct Inward Dial): After DID integrates with SkypeIn service, Skype or SkypeIn incoming calls can be forwarded directly to one office extension for customer support like 800 service call
- DOD(Direct Outward Dial): With the DOD feature, remote or mobile employees can be reached easily as they stay in office
- Support Skype to Skype call forward(Need to enable)
- Support Skype program fair usage policy
- One PCI-E card supports four independent Skype calls concurrently
- Support 4 FXO ports for Skype application. One PC can run up to 3 PCI-E cards(12 ports)
- Skype speed up button to accelerate Skype login and Skype call connection
- System default doesn't allow Skype file transfer and set not to be Skype's super node
- Skype calling out control with/without account and password verify
- One unique corporate Skype account/SkypeIn™ number
- Support Speed Dial(up to 20 digits) or SkypeOut™ calls
- Receive a Skype call in the way as you do with your office extension phones
- Cheese Button: Need to find your colleague? All you need to remember now is his/her extension number. Dial colleague's speed dial no matter he/she is in office or not. If the Skype voice quality is bad or there is no answer, then press "#?" keys(Cheese Button) before hanging up to dial his/her preset alternative connections (Home, remote office, SkypeOut,…,etc.) without dialing or memorizing lengthy phone numbers
- Support international busy tone
- Simple web management
- Ease of use and user friendly interface
- Support CDR (Call Detail Record) for view and back up

- Support public and private phonebook
- Support phonebook and user information back up
- Allow admin/every user to export personal Skype contacts into the public/private phonebook via web interface (IE, Internet Explorer)
- System utilization and occupied line statistics for each port
- Low SkypeOut credit alert via SMS
- Advanced management messages like HW/SW error, Skype/SkypeOut status & call connection status
- Default speed dial number “999999” for free Skype testing account Echo123 to test whether SkyGWO is functional properly or not
- Default speed dial number “999998” to record company welcome IVR
- Auto-allow Skype contact authorize inquiry
- All Skype accounts send out contact authorize request toward Skype contacts in public and private phonebook to increase successful dialing rate of Skype calls
- Prevent denial of service attack, SkypeOut call limit time frame and Black/White list
- Support popular PBXs

<Note> Incoming Skype(or SkypeIn) can pick up landline and make a PSTN call although the default application is to get an extension transfer. If admin doesn’t allow such application, PBX needs to have some function limit on the SkyGWO connected extension ports.

1.4 Minimum System Requirements

- One computer running at 2.8 GHz or quicker, 1024 MB RAM with a USB port and a CD-ROM drive
- Microsoft Windows 8、7 or Windows XP (Service Pack 3)
- 250MB Free Hard Disk Space at least
- Skype Version 6.18.0.106(or 6.16.0.105)
- 256 kbps(4 ports) upstream and downstream Internet connection (ADSL, Cable Modem…)
- Four available PBX internal extension lines with hunt group function or four landlines supporting hunt group.

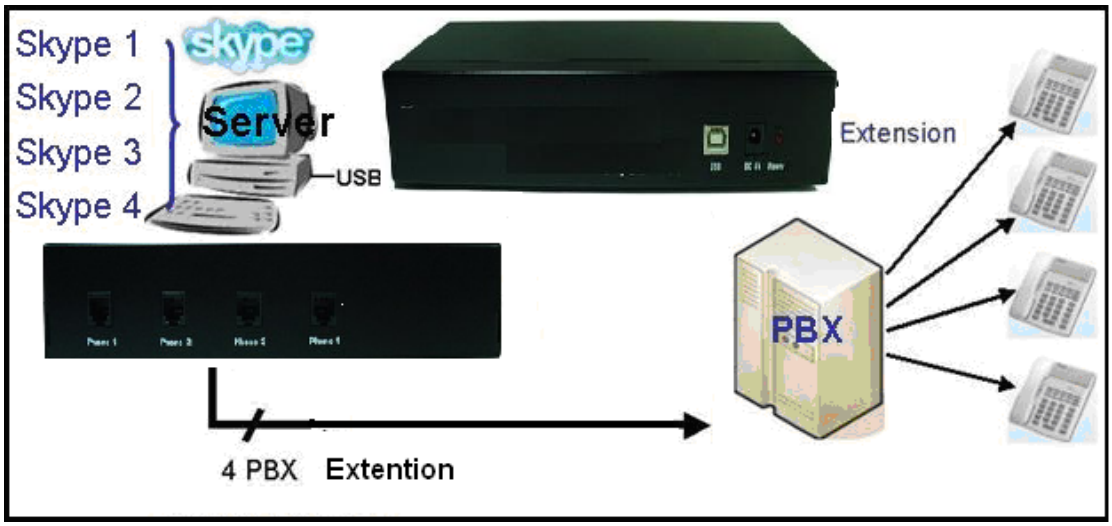
2. SkyGWO Application and Installation Procedure Diagram

This section will guide user how to use SkyGWO and illustrate installation procedures.

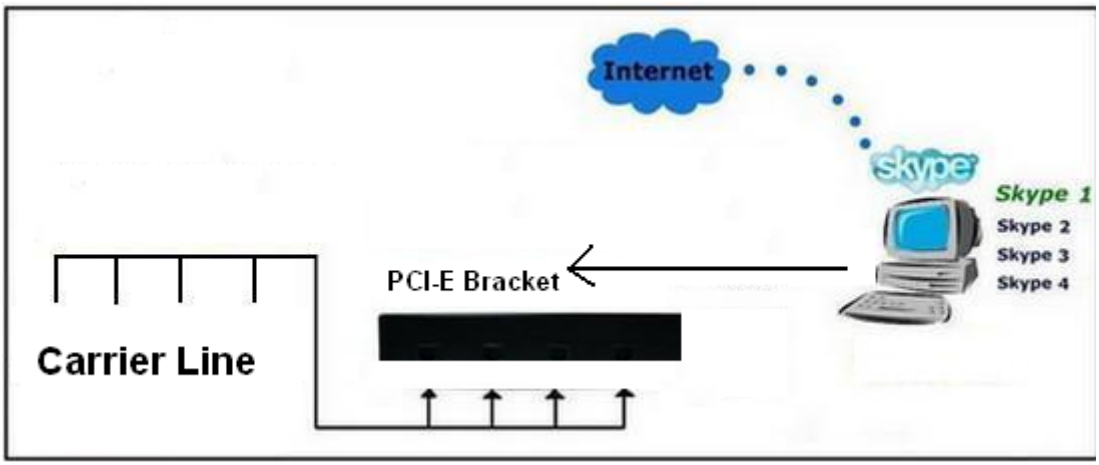
2.1 SkyGWO Application

SkyGWO can integrate with enterprise PBX system as application A. Or SkyGWO can be a device for SOHO as application B.

【Application A】Connect SkyGWO with PBX: User can connect 4 FXO ports of SkyGWO to PBX extension lines.



【Application B】Connect SkyGWO with landlines: Connect 4 FXO ports of SkyGWO with 4 carrier lines.



2.2 Before Proceed

Before starting to install SkyGWO, please pay attention to following items:

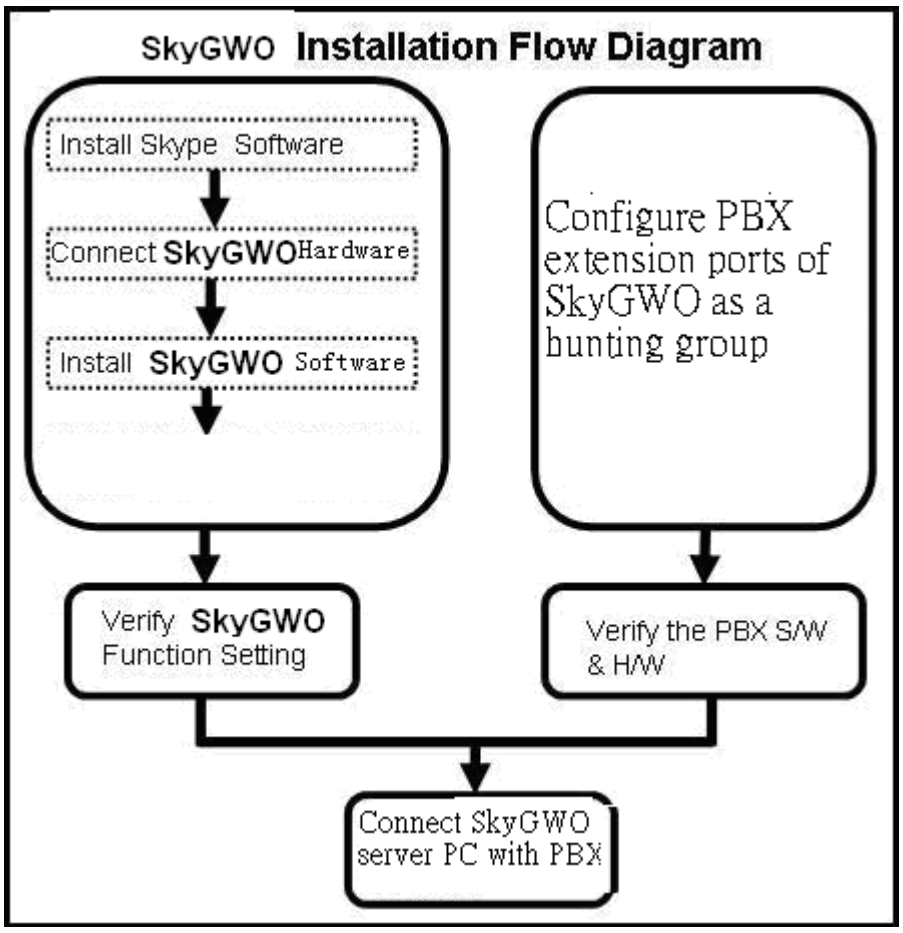
1. Make sure to install SkyGWO under Windows 8、7 or Windows XP with Service Pack 3.
2. Make sure SkyGWO server PC has a dedicated broadband (at least 256 kbps upstream and downstream) to ensure Skype voice quality.
3. Make sure the login OS user has administrator privileges for installing SkyGWO software

Note：1. For later content in this manual, we name the PC installed with SkyGWO as SkyGWO server PC.

2. We suggest there are less application programs installed on the SkyGWO server PC except applications like Anti-virus and Skype to ensure SkyGWO working well.

2.3 SkyGWO Installation Procedure Diagram

Below is SkyGWO installation flow diagram.


SkyGWO Installation Flow Diagram
Install Skype Software
Connect SkyGWOHardware
Install SkyGWO Software
Configure PBX extension ports of SkyGWO as a bunting group
Verify SkyGWO Function Setting
Verify the PBX S/W & H/W
Connect SkyGWO server PC with PBX

3. Install Skype Software

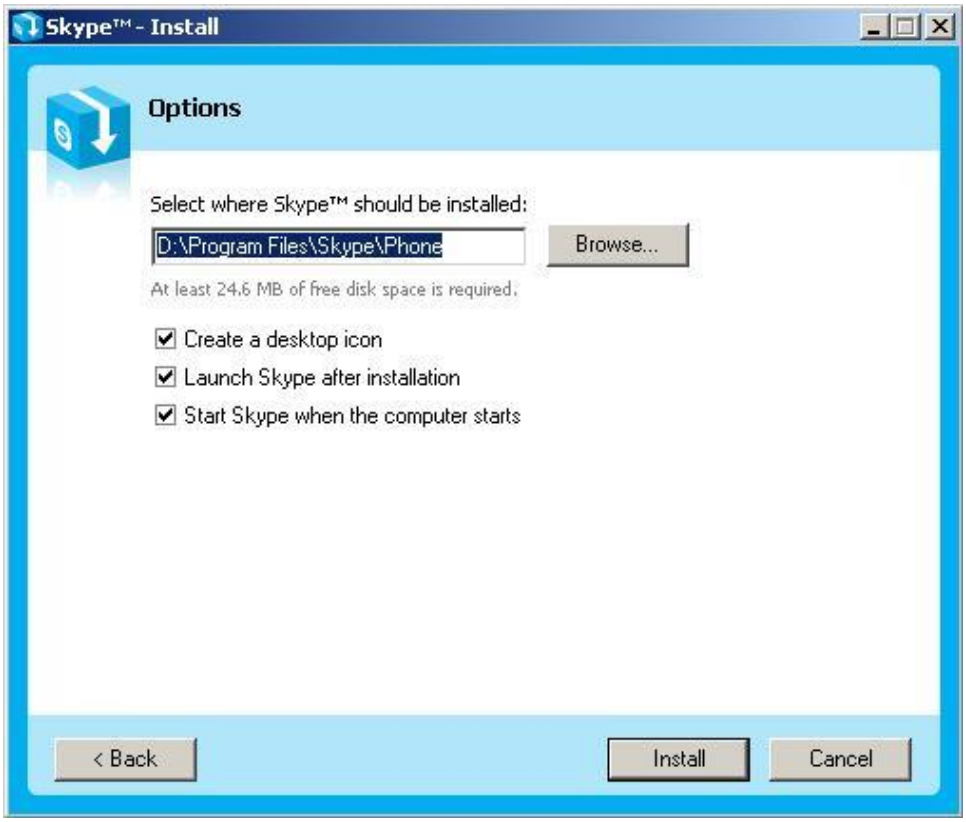
Before installing SkyGWO hardware or software, user should install Skype software on SkyGWO server PC first. User needs to install Skype V6.18.0.106(or 6.16.0.105). If correct Skype version is installed, user can skip this section and move to chapter four SkyGWO Hardware Setup of this manual. If not, please run the Skype program within the Installation CD. **Before getting an updated SkyGWO software for a new Skype version, please DO NOT upgrade Skype.**

To install Skype software:

1. Run the Skype Setup program within the installation CD.
2. There appears a Skype welcome window as below. Follow blue circles 1~3 to select a language by scrolling the bar, accept **Skype End User License Agreement** and click **Install**.

Skype™ - Install
License Agreement
Skype End User License Agreement
IMPORTANT – PLEASE READ CAREFULLY
Before reading the articles below, please note the following preliminary terms, which use some of the definitions specified in Article 1 below:
No Emergency Calls: by entering into this Agreement You acknowledge and agree that the Skype Software does not and does not intend to support or carry emergency calls. Please also see article 7 below.
Entering into this Agreement: This End User License Agreement constitutes a valid and binding agreement between Skype Software S.a.r.l. and You, as a user, for the use of the Skype Software. You must enter into this Agreement by clicking on the ACCEPT button in order to install and use the Skype Software. You hereby agree and
Read this license agreement in:
English
Close

3. If user chooses **Options** button in the previous step, an **Options** window will pop up and user can choose preferred installation folder by **Browse**. User can choose to check boxes for **Create a desktop icon**, **Launch Skype after installation**, or **Start Skype when the computer starts**. Then click **Install**. If user doesn't click Options for configuration, the default setting will enable these three settings.



Note: User can always click “Back” button to go back to the previous step.

4. The **Free! Google Toolbar for Internet Explorer** screen will pop out. User can choose to check boxes for **Install the free Google Toolbar**. Then click **Next** to Install.

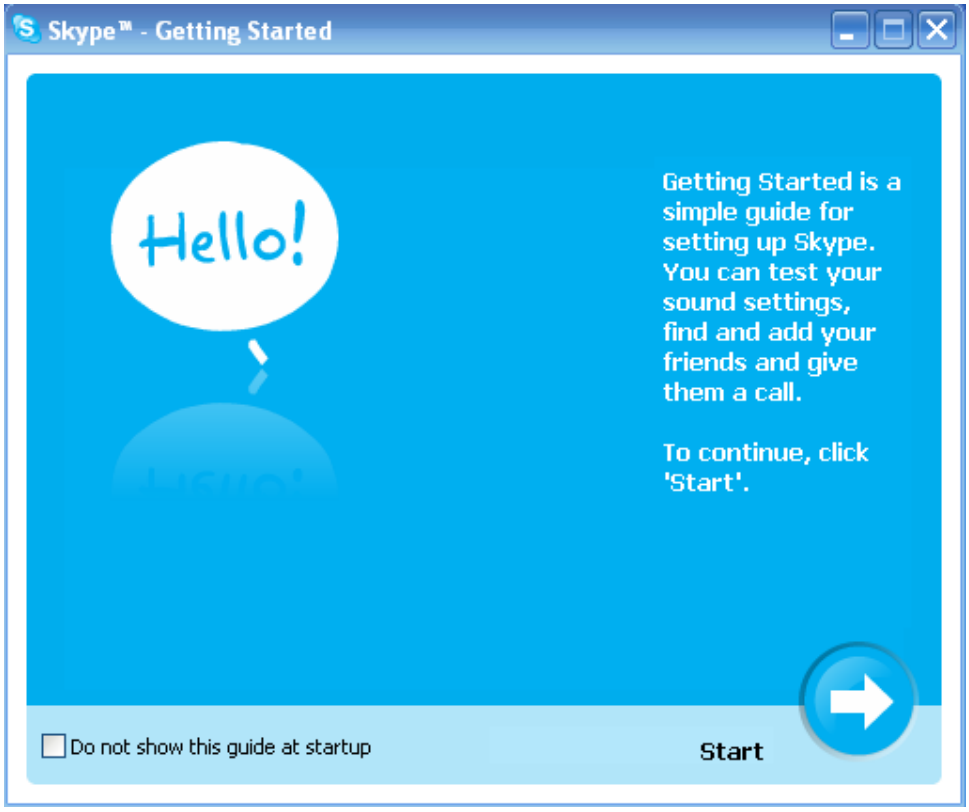
Skype™ - Install
Free! Google Toolbar for Internet Explorer
Google Toolbar makes web browsing more convenient:
Search the Web with Google from any site
Block annoying pop-up ads
Autofill web forms with a single click
Install the free Google Toolbar
You can remove it easily at any time
By installing the Google Toolbar, you agree to the Google Toolbar terms of use and privacy policy
Next >
Cancel

5. After installation, Skype will ask for Create a new Skype Account. Then click **Next**.

Skype™ - Create Account
Create a new Skype Account
Full Name
Test
* Choose Skype Name
xxxxxxtest
Between 6 and 32 characters
* Password
******
Minimum 4 characters
* Repeat Password
******
* Yes, I have read and accept the Skype End User License Agreement and I have read the Skype Privacy Statement
* Fields marked with an asterisk are required
Next >
Cancel

6. User can provide e–mail address and country information and then click **Sign In**.

7. A **Getting Started** window comes up. Press **Start** button to get a simple guide for setting up Skype.


Skype™ - Getting Started
Hello!
Getting Started is a simple guide for setting up Skype. You can test your sound settings, find and add your friends and give them a call.
To continue, click 'Start'.
Do not show this guide at startup
Start

8. The next window will help user to check your sound settings by making a Skype test call. Click **Next**.

Skype™ - Getting Started
Test your sound settings with the help of Skype Test Call
Step 1. In the Contacts tab, locate and click the contact 'Skype Test Call'.
Step 2. Click green 'Call' button to start the call. Follow the directions given in the recording.
Contacts
Dial
Skype Test Call
Type Skype Name or number with
Online
Call Skype Test
If you have problems with sound settings, Click here to get help setting up your equipment.
Previous
1
2
3
4
Next

9. The next window will guide user to add friends to user's Skype contact list. Click **Next**.

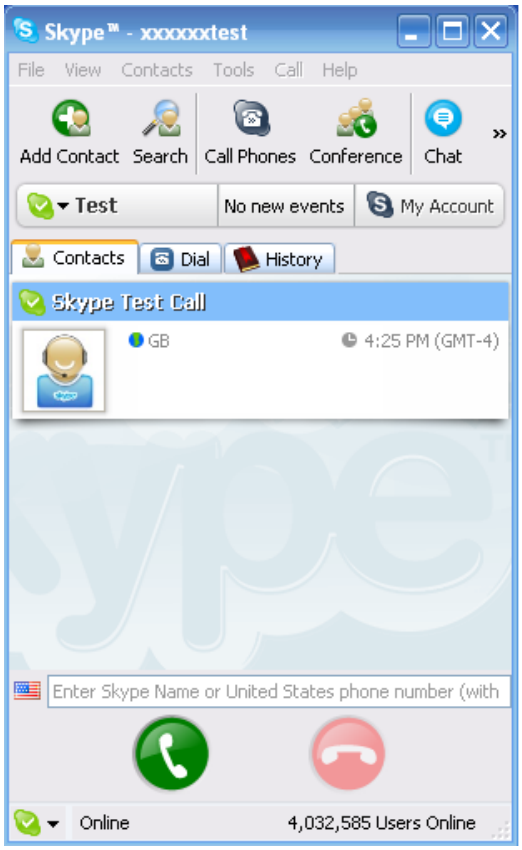
Skype™ - Getting Started
Add your friends to your Contact List
Step 1. Click the green 'Add Contact' icon on the Skype application toolbar
Step 2. Type your friend's Skype Name into 'Add' box in the 'Add a contact' window and click 'Search' to find them.
Add Contact
Search
Conference
Add a Contact
Contacts
Dial
Add a Contact
Enter the Skype Nan
If you can't find your friend's Skype Name, use Skype search to find them.
Previous
1
2
3
4
Next

10. Then user can try to call friends. Click **Next**.

Skype™ - Getting Started
Call your friends
Step 1. Click your friend's name in the Contacts.
Step 2. Click the green 'Call' button to start the call. When your friend answers, start talking!
Contacts
Dial
Peter
United Kingdom (GB)
Type Skype Name or number
Online
Call Peeter
You can see if your friend is available by the online status icon next to their name in Contacts. A green check means that your friend is online.
Previous
1
2
3
4
Next

11. Next window will guide user to call ordinary phones with SkypeOut and click **Finish**.

12. Next, Skype main window will pop up and user can start to enjoy Skype.



4. SkyGWO Hardware Setup

This section shows how to connect PCI-E SkyGWO card to PCI-E or PCI bus of SkyGWO server PC and PBX.

4.1 PCI-E SkyGWO Hardware

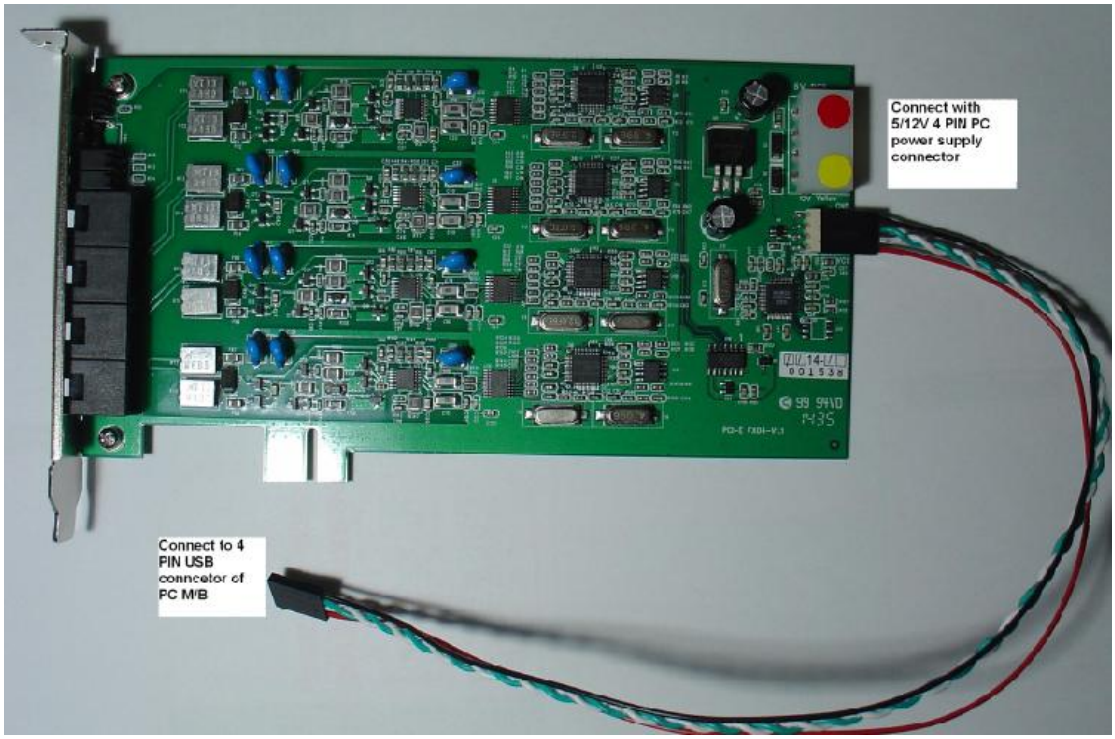
SkyGWO PCI-E bracket

1. Power LED: Red LED is light when PC power is on
2. Reset button: Push button to reset hardware
3. 4 FXO ports LED: Green LED on indicates device is ready, Green LED blinking indicates an incoming call or on a call
4. 4 FXO RJ11: Connect to PBX internal extension lines or landlines

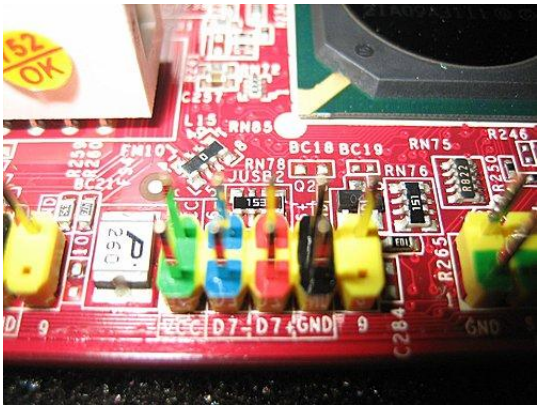
【Note】

1. PBX：Private Branch Exchange
2. PSTN：Public Switched Telephone Network.
3. FXO：Foreign eXchange Office which can be connected with landline or PBX internal extension line.

4.2 Connect SkyGWO to a server PC



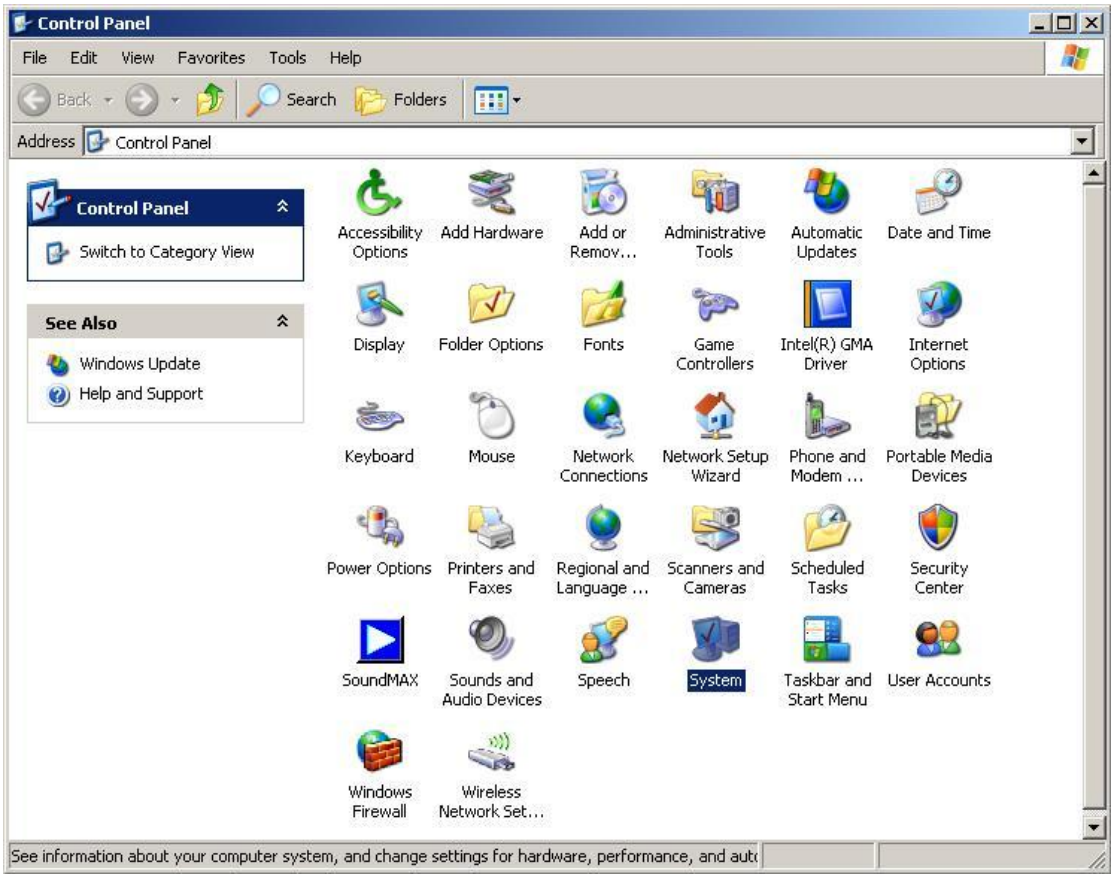
1. Securely fix PCI-E card on PCI-E or PCI bus of desktop PC via bracket screw.
2. **As above figure, connect J1(with red/yellow labels) with 5/12V 4 Pin power connector of PC power supply. Please be careful on the connection although the connector is fool-proofing. Wrong connection will make PCI-E card being damaged! One site with red round label on J1 needs to be connected to 5V (red wire) and the other J1 site with yellow round label needs to be connected to 12V (yellow wire).** Once PC power is on, red LED of PCI-E card will be solid on. **12V power is not used in pratice.**
3. As above figure, connect JP1 to 4 pin USB header of the server PC with the supplied USB cable. Red wire of the USB cable needs to be connected to VCC(5V) and black wire of the USB cable needs to be connected to GND. Please pay attention to the VCC/GND indication near JP1 of PCI-E card. **If the USB cable is not correctly connected, PCI-E card won't be found by PC system and card might be damaged**. Below figure is PC motherboard USB connector. There are usually 10 pins for USB connector, Pin 9 and pin10 are not used and should be left open.

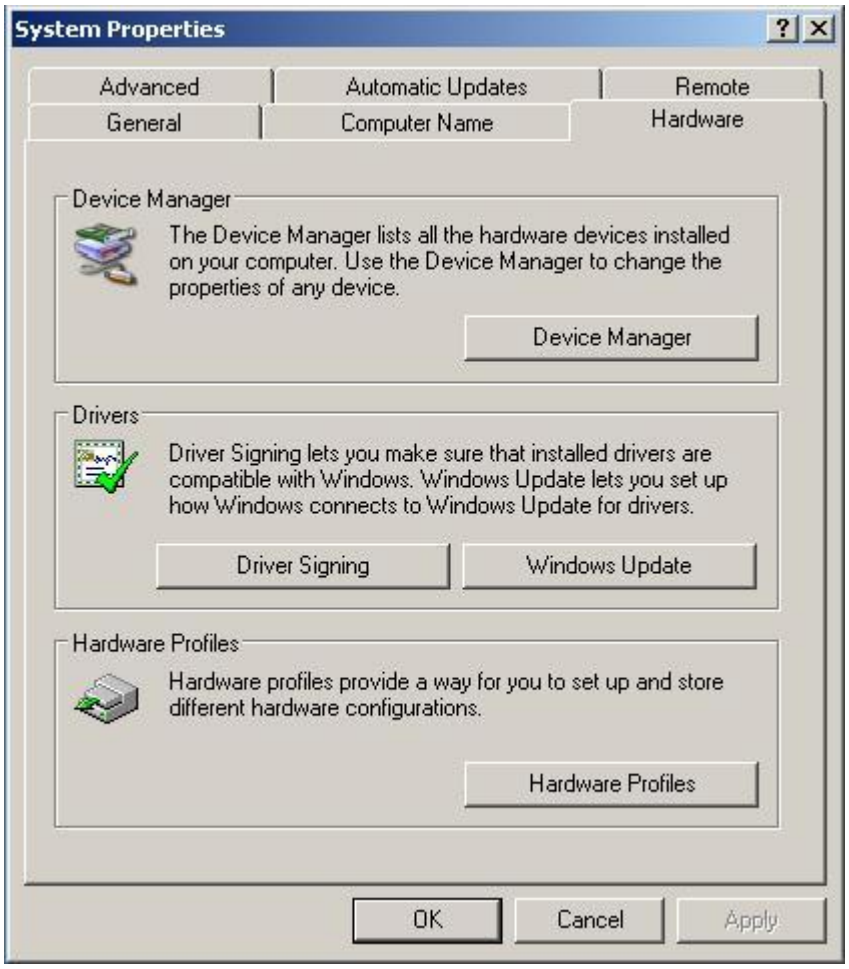


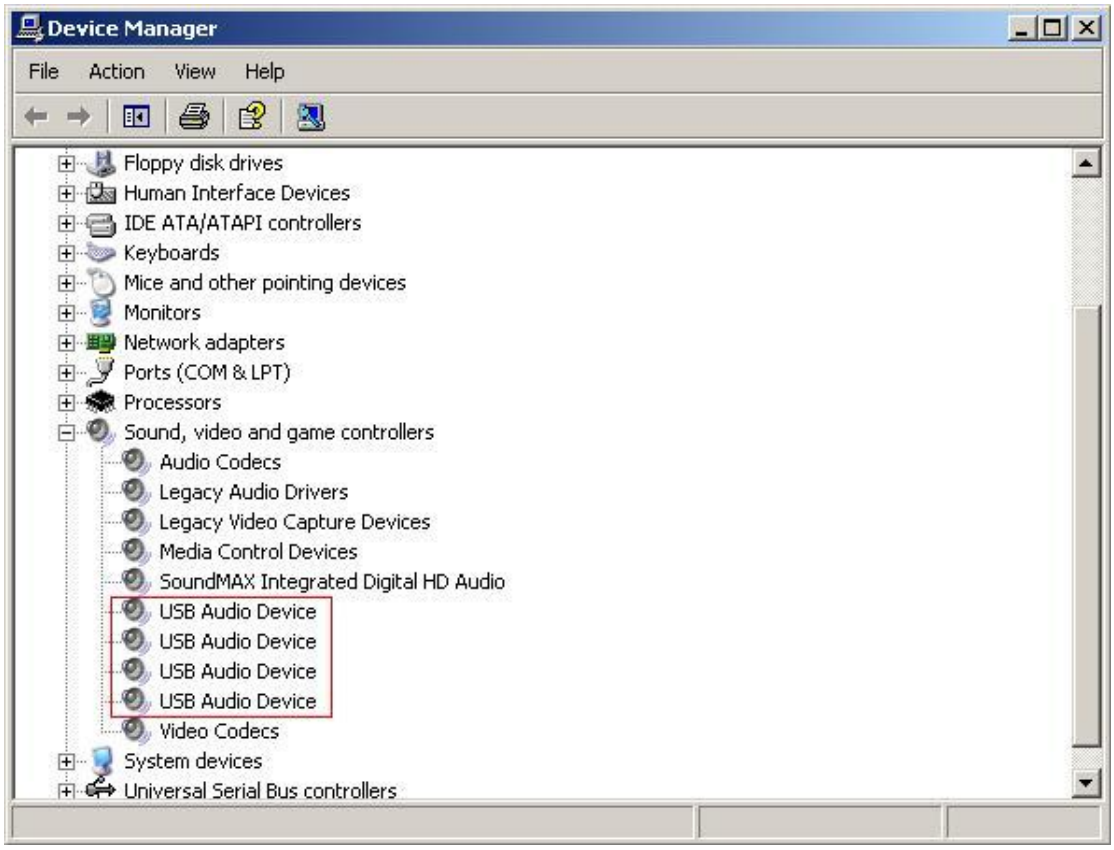
4. After PCI-E SkyGWO is connected to the computer, the **"Found New Hardware"** window will show up in the right down corner of Windows desktop as below figure:

5. If SkyGWO connects with the server PC successfully, user will find four USB audio devices (FXOAudio00 ~ FXOAudio03) in Windows Device Manager. Go to **"Start"** menu from the left bottom corner of Windows desktop→**"Control Panel"**→**"System"**→**"System Properties"**→ **"Hardware"**→ **"Device Manager"**, and then click **"Sound, video and game controllers"** to check USB audio devices.

Windows Media Player
Windows Messenger
Files and Settings Transfer Wizard
Notepad
All Programs
My Computer
Control Panel
Set Program Access and Defaults
Administrative Tools
Printers and Faxes
Search
Run...
Log Off
Turn Off Computer
Start

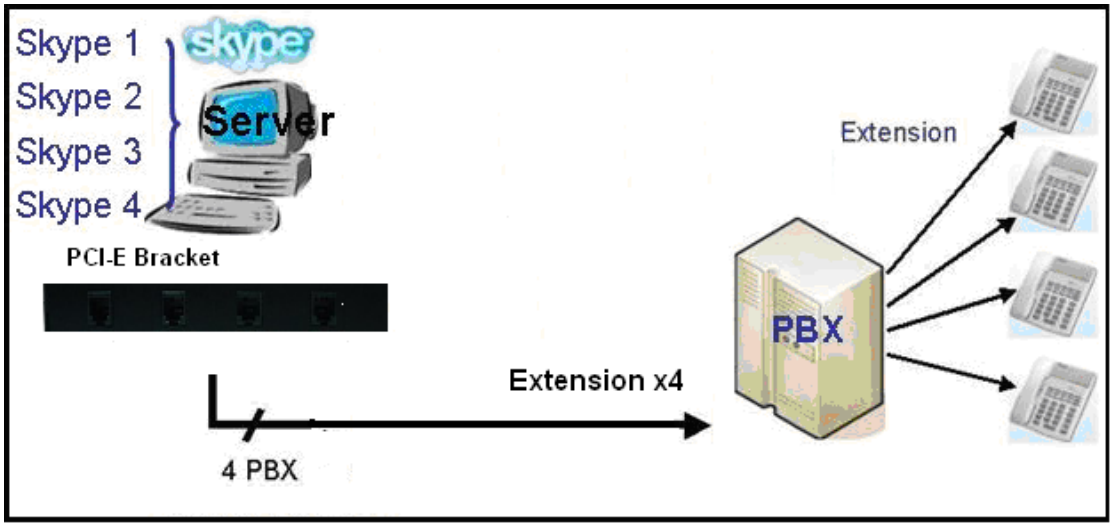

Control Panel
File Edit View Favorites Tools Help
Back Search Folders
Address Control Panel
Control Panel
Switch to Category View
See Also
Windows Update
Help and Support
Accessibility Options
Add Hardware
Add or Remov...
Administrative Tools
Automatic Updates
Date and Time
Display
Folder Options
Fonts
Game Controllers
Intel(R) GMA Driver
Internet Options
Keyboard
Mouse
Network Connections
Network Setup Wizard
Phone and Modem ...
Portable Media Devices
Power Options
Printers and Faxes
Regional and Language ...
Scanners and Cameras
Scheduled Tasks
Security Center
SoundMAX
Sounds and Audio Devices
Speech
System
Taskbar and Start Menu
User Accounts
Windows Firewall
Wireless Network Set...
See information about your computer system, and change settings for hardware, performance, and aut


System Properties
Advanced
Automatic Updates
Remote
General
Computer Name
Hardware
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Device Manager
Drivers
Driver Signing lets you make sure that installed drivers are compatible with Windows. Windows Update lets you set up how Windows connects to Windows Update for drivers.
Driver Signing
Windows Update
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles
OK
Cancel
Apply


Device Manager
File
Action
View
Help
Floppy disk drives
Human Interface Devices
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Ports (COM & LPT)
Processors
Sound, video and game controllers
Audio Codecs
Legacy Audio Drivers
Legacy Video Capture Devices
Media Control Devices
SoundMAX Integrated Digital HD Audio
USB Audio Device
USB Audio Device
USB Audio Device
USB Audio Device
Video Codecs
System devices
Universal Serial Bus controllers

4.3 Connect SkyGWO to PBX

1. Connect PCI-E SkyGWO FXO port 1 to PBX's extension line 1, FXO port 2 to PBX's extension line 2, FXO port 3 to PBX's extension line 3, and FXO port 4 to PBX's extension line 4.
2. Set these PBX extension lines which are connected with SkyGWO as one hunt group and remove voice mail function for these extensions. When one extension line is busy and get another call, the interrupt call will be forwarded to another free extension line.



5. Install SkyGWO Software

This section guides user how to install SkyGWO software into the SkyGWO server PC.

5.1 SkyGWO Software Installation

Before installing SkyGWO software, please verify the following items.

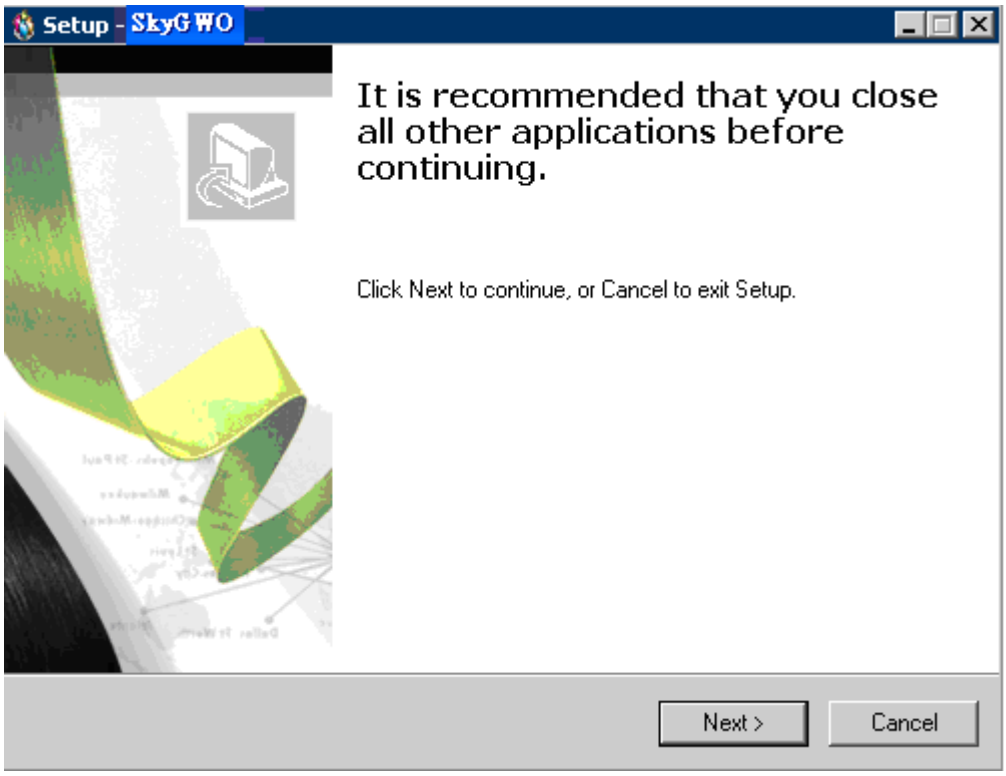
1. Please make sure Skype 6.18.0.106(or 6.16.0.105) is installed.
2. Please make sure there are 4 registered Skype accounts including one enterprise account.
3. Please make sure the SkyGWO PCI-E card is connected with SkyGWO server PC

.

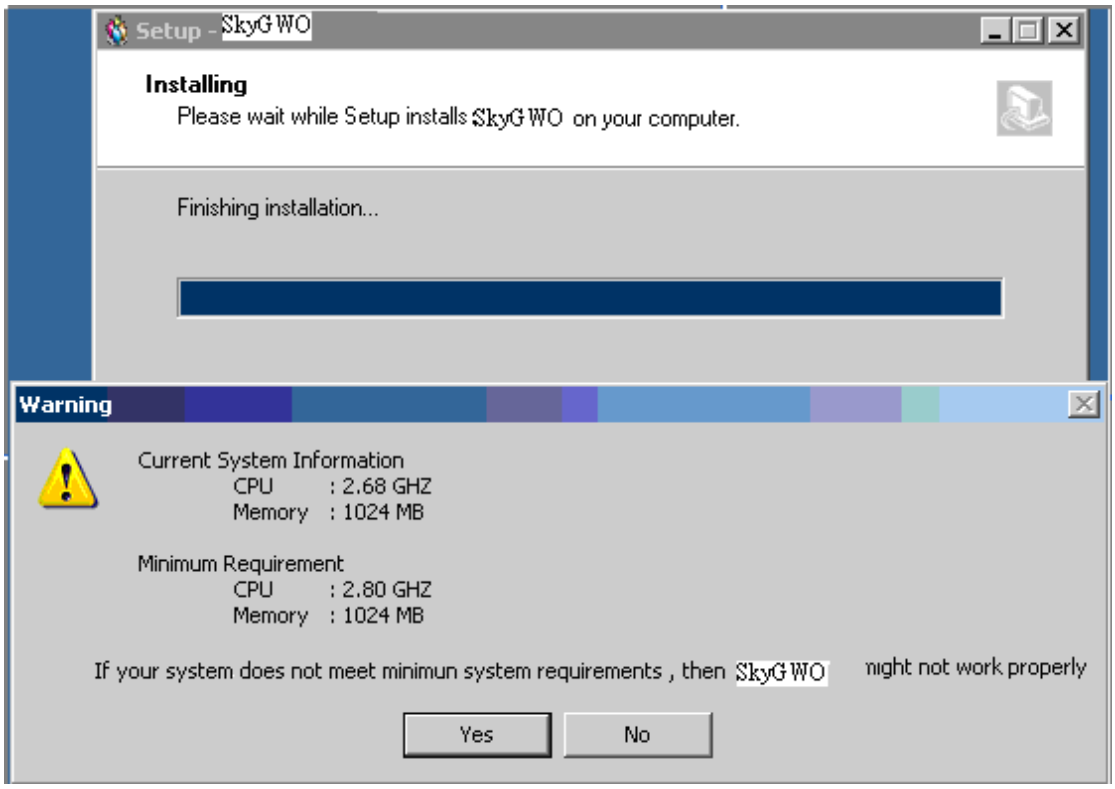
To install SkyGWO software:

Step1: Insert the **Installation CD** into the CD-ROM drive of the server PC. SkyGWO installation screen will pop out. Click **Install** to start to install SkyGWO software.

Step2: There comes a window to recommend administrator to close all other applications before continuing to install SkyGWO as below:

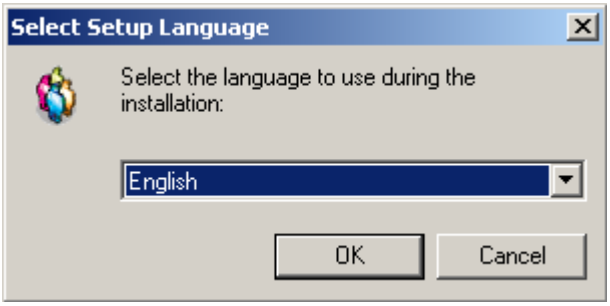

Setup - SkyGWO
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

After clicking Next button, if SkyGWO server PC can't meet minimum system requirements, a warning message will pop out. User can choose to continue installation or not.



Step 3: The window of **"Select Setup Language"** will show up, administrator can select a preferred language by scrolling down the selection bar as

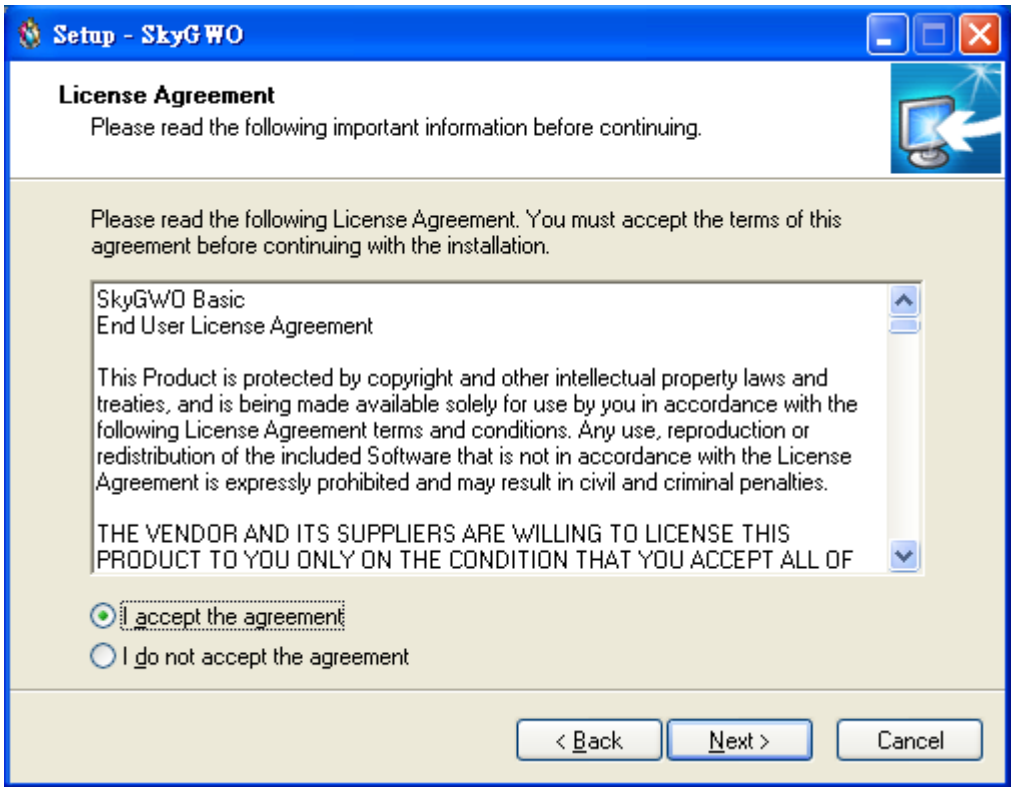
the figure below, and then click **“OK”** to continue next step.



Step 4: The window of **“Welcome to SkyGWO Setup Wizard”** pops out. Read the on-screen instructions and click **“Next”** to continue next step, as the figure below:

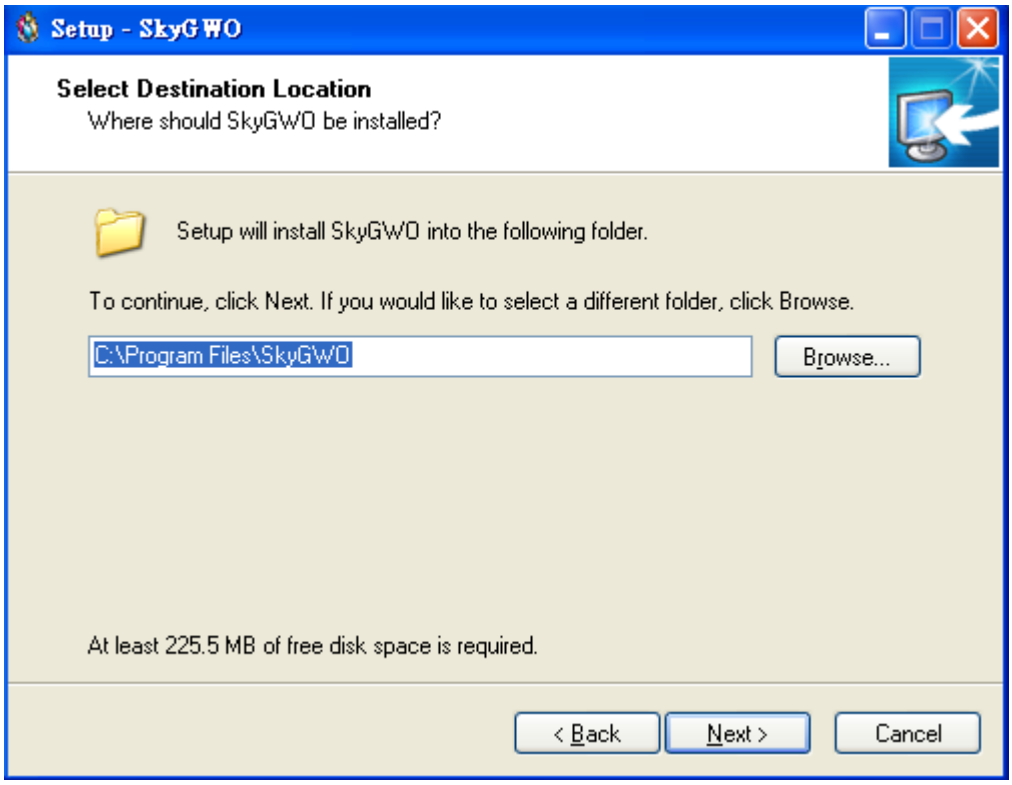
Setup - SkyGWO
Welcome to SkyGWO Setup Wizard
This will install SkyGWO on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

Step 5: The window of **“License Agreement”** pops out. After reading content of the agreement carefully, please check the box of **“I accept the agreement”**. And then click **“Next”** to continue next step.

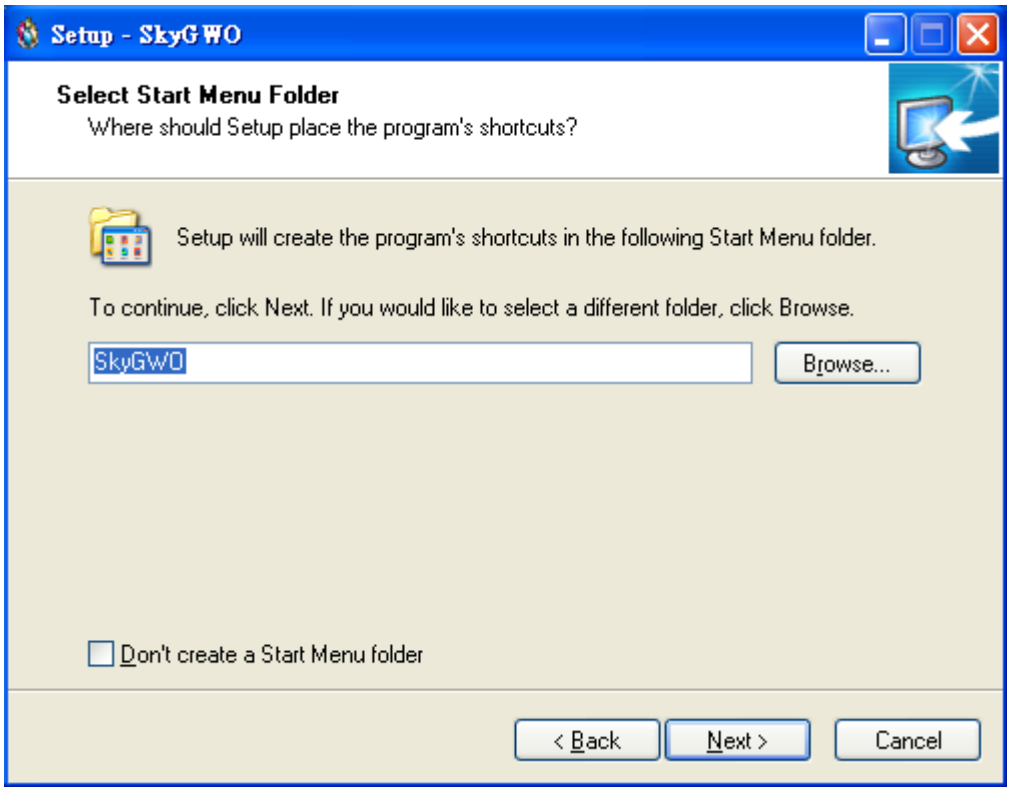

Setup - SkyGWO
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
SkyGWO Basic
End User License Agreement
This Product is protected by copyright and other intellectual property laws and treaties, and is being made available solely for use by you in accordance with the following License Agreement terms and conditions. Any use, reproduction or redistribution of the included Software that is not in accordance with the License Agreement is expressly prohibited and may result in civil and criminal penalties.
THE VENDOR AND ITS SUPPLIERS ARE WILLING TO LICENSE THIS PRODUCT TO YOU ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

【Note】User can click **" Back"** to go back to the previous step anytime during the installation.

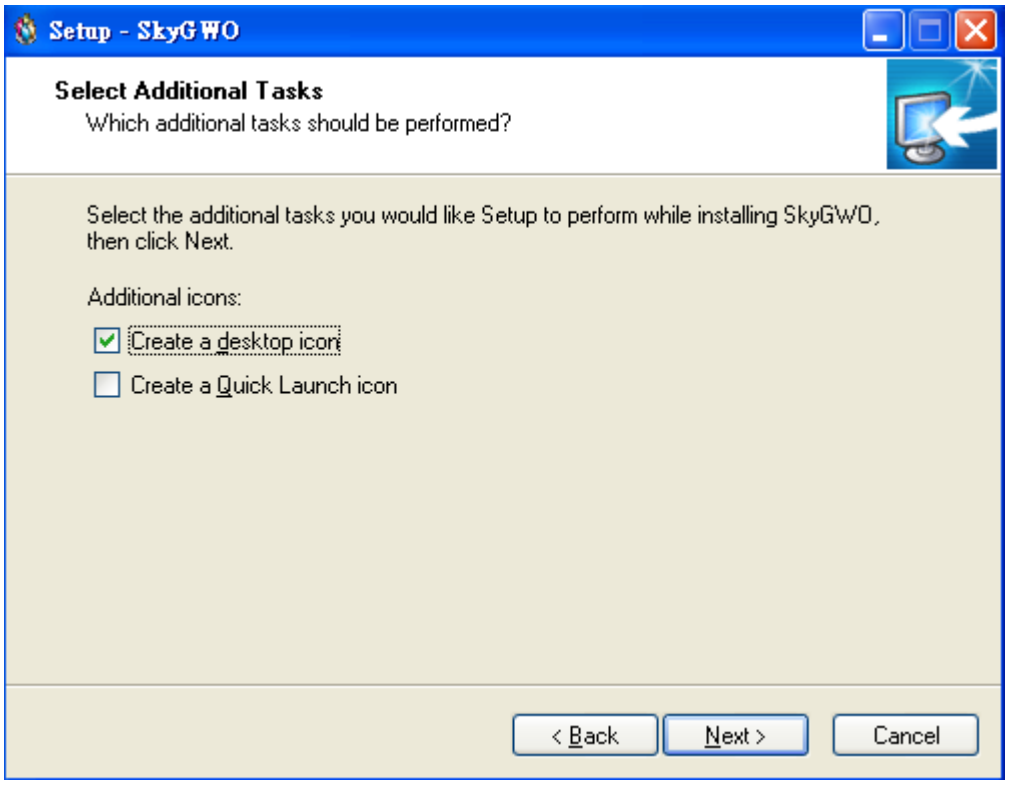
Step 6: In the next window of **"Select Destination Location"**, designate a folder for the installation. If this is not a preferred folder for administrator, click**" Browse"** and choose a folder from the list. After deciding which folder for the installation, user can click**" Next"** to continue.


Setup - SkyGWO
Select Destination Location
Where should SkyGWO be installed?
Setup will install SkyGWO into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\SkyGWO
Browse...
At least 225.5 MB of free disk space is required.
< Back
Next >
Cancel

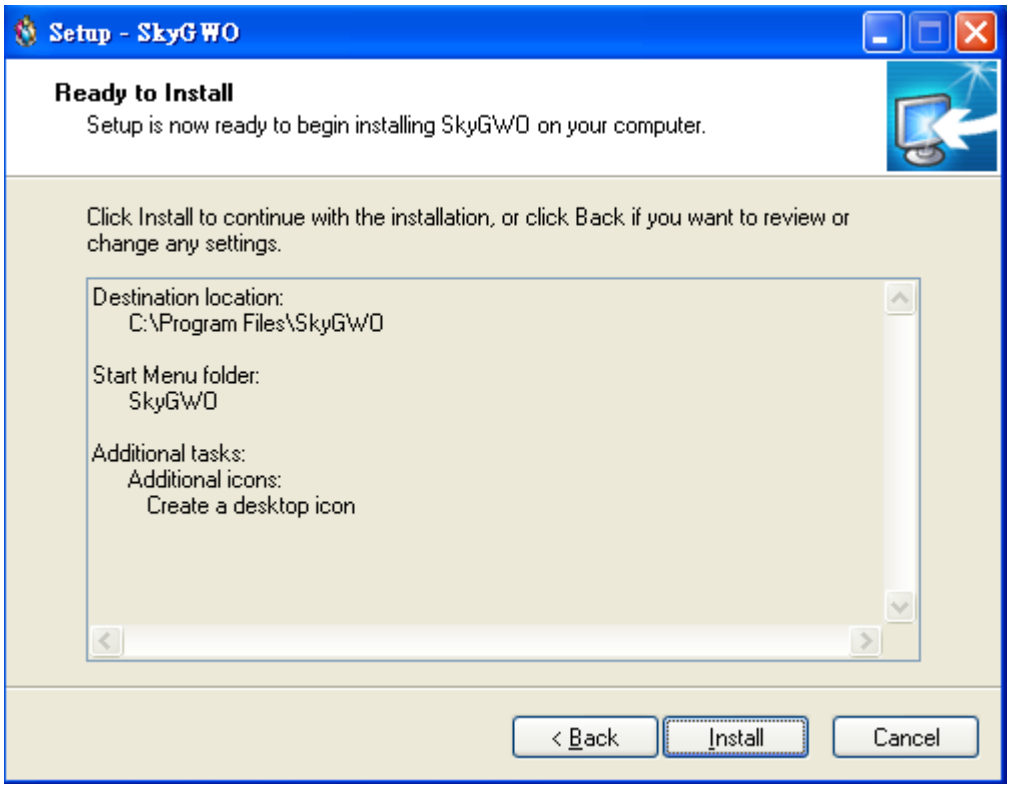
Step 7: In the next window of **"Select Start Menu Folder",** choose a preferred folder for SkyGWO program's shortcuts in Start Menu folder. If this is not a preferred folder, click **"Browse"** and choose a folder from the list. User can choose not to create a Start Menu folder by check the box of **"Don't create a Start Menu folder"**, and click **"Next"** when the setting is done.


Setup - SkyGWO
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
SkyGWO
Browse...
Don't create a Start Menu folder
< Back
Next >
Cancel

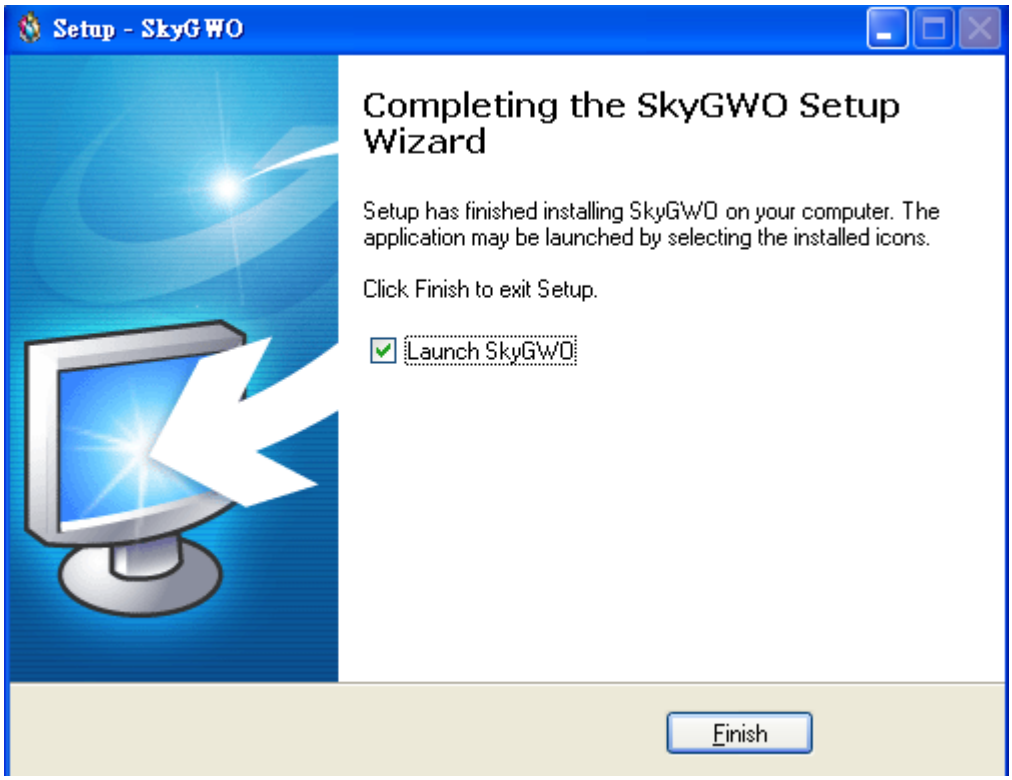
Step 8: In the next window of **"Select Additional Tasks"**, there are options **"Create a desktop icon"** or **"Create a Quick Launch icon"**. Check the appropriate box as desire. After SkyGWO AP is launched, the desktop icons will appear on the computer desktop and the quick launch icon will appear in the left bottom corner of the Windows screen. Click **"Next"** to continue.


Setup - SkyGWO
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing SkyGWO, then click Next.
Additional icons:
Create a desktop icon
Create a Quick Launch icon
< Back
Next >
Cancel

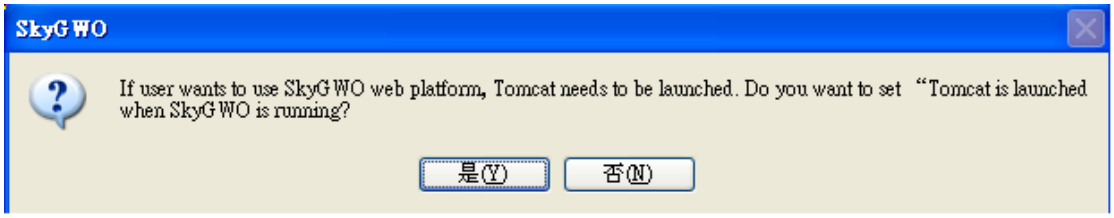
Step 9: The next window contains the related installation information and allows the user to select to start the installation. Carefully examine the configurations. If configurations need to be changed, click **"Back"** to make necessary modifications. If not, click **"Install"** to start the installation.


Setup - SkyGWO
Ready to Install
Setup is now ready to begin installing SkyGWO on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\SkyGWO
Start Menu folder:
SkyGWO
Additional tasks:
Additional icons:
Create a desktop icon
< Back
Install
Cancel

Step 10: After finishing installation of SkyGWO, the window of **"Completing the SkyGWO Setup Wizard"** will pop out and user can choose to check the **"Launch SkyGWO"** boxes. Click **"Finish"** to finish the setup, as the figure below.

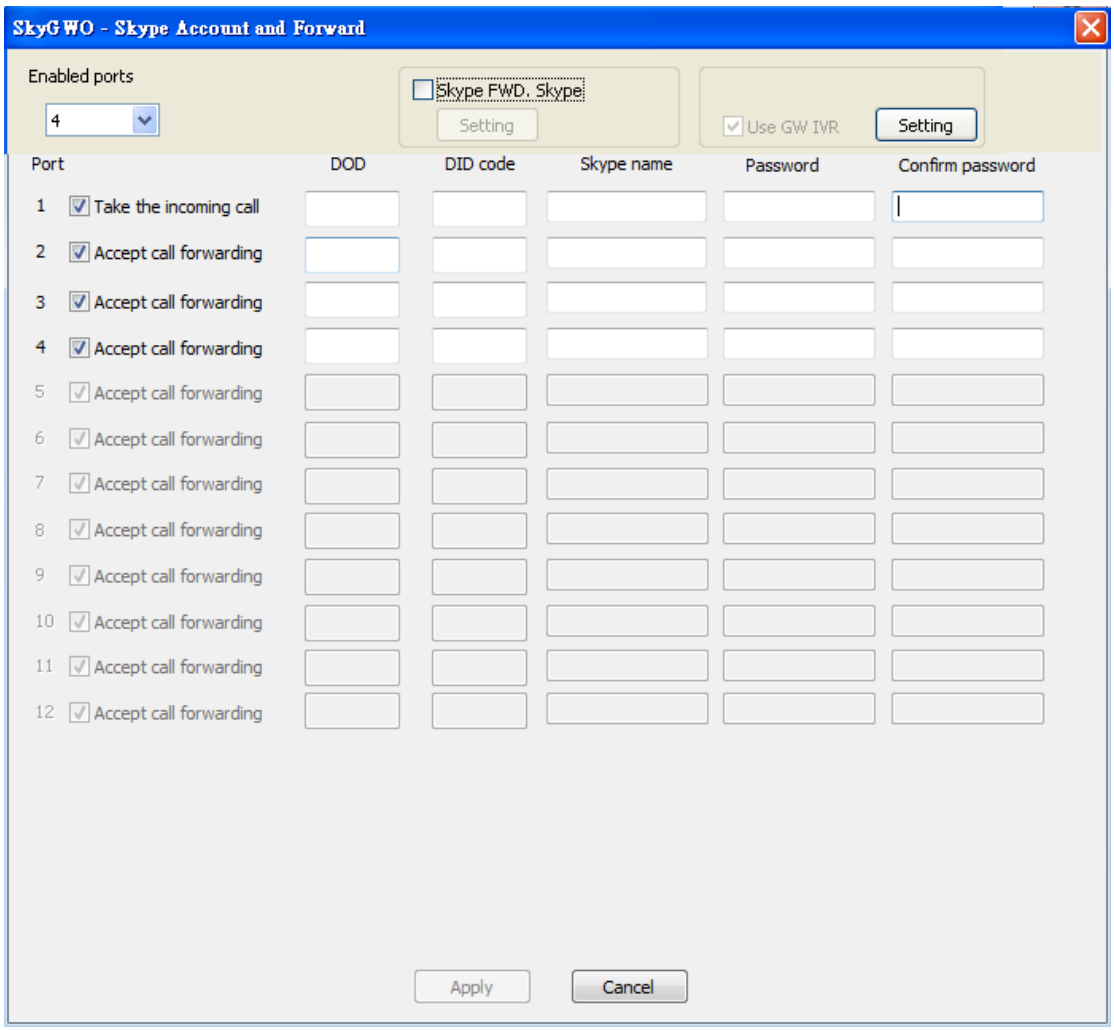

Setup - SkyGWO
Completing the SkyGWO Setup Wizard
Setup has finished installing SkyGWO on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch SkyGWO
Finish

Step 11: Then following window will pop out to ask administrator if Tomcat will be launched when SkyGWO is launched. Tomcat is used for administrator to manage ~~public~~ phonebook, create user and check call log via web remotely. However, **Tomcat will open port 8080(default port) and possibly make the system at risk. Please be careful on the setting.** Administrator can launch Tomcat later via general page of Option in SkyGWO system tray icon.


SkyGWO
If user wants to use SkyGWO web platform, Tomcat needs to be launched. Do you want to set "Tomcat is launched when SkyGWO is running?
是(Y)
否(N)

Step 12: After finishing SkyGWO setup successfully, Skype Accounts and Forward setting window will pop out. Administrator could set 1 to 4 Skype accounts according to needs. First Skype account is usually company's unique Skype account for call in and there is an option to decide if "Take the incoming call" or not. The remaining accounts can

choose to accept the forwarding call from the first Skype account or not. The default setting is enable.



Enter Skype name and password and select **“Apply”.**

Step 13: There will come out below window. SkyGWO will send out Skype contact authorize request for all the setting Skype accounts toward the Skype accounts in public or private phonebook. It is highly suggested to modify ”This is XXX company” in the below “invite request message” as your company name to increase the possibility of getting request approval.

Skype setting
Auto-allow Skype contact's authorize request
Auto-send Skype contacts authorize request for phonebook contacts
Invite request message
Suggest to add customized "invite request message" to make the request easy to be confirmed!
Hi
This is XXXX company. We would like to invite you to become our Skype contacts to allow Skype to Skype call. If there is any problem, you can contact (name and phone number).
Resend Skype contacts authorize request
Adding phonebook contacts as Skype contacts can obviously increase Skype to Skype call successful rate!
OK
Cancel

Step 14: Administrator could see the logined Skype icons shown at the right corner bottom of Windows desktop as the below figure. Then the installation is completed now.

6. Configure Skype Option

After SkyGWO is completely installed and launched, some Skype options will be adjusted for better operation. **This chapter is for reference only.** SkyGWO programs should have made these settings. However, user can recover Skype setting if SkyGWO won't be used in the future.

6.1 Allow Anyone Call In/Chat

If user wants to let any Skype user call SkyGWO, below steps can be followed to enable this function.

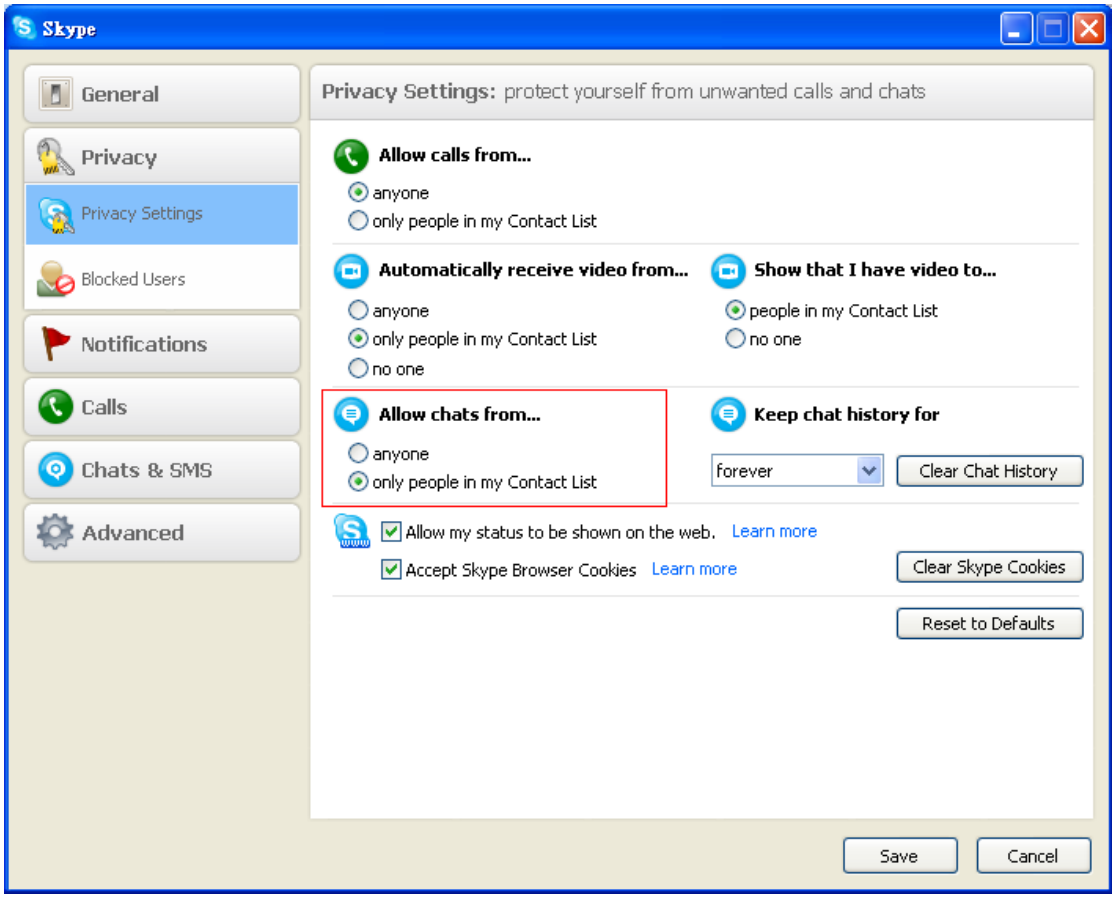
Step 1. Select **"Tools"** tab from Skype main window.

Step 2. Select **"Options"**.

Step 3. Select **"Privacy"**.

Step 4. Check anyone box of **"Allow calls from…"**.

Step 5. Check only people in my Contact List box of **"Allow chats from…"**.



Click **"Save"** button to save configuration.

6.2 Set Skype Always Online

By default, Skype status will show as “Away” when you are inactive for 5 minutes, and shows as “Not Available” when you are inactive for 20 minutes. Please set both value to “0” minutes to show the Skype status as always “online” by following steps.

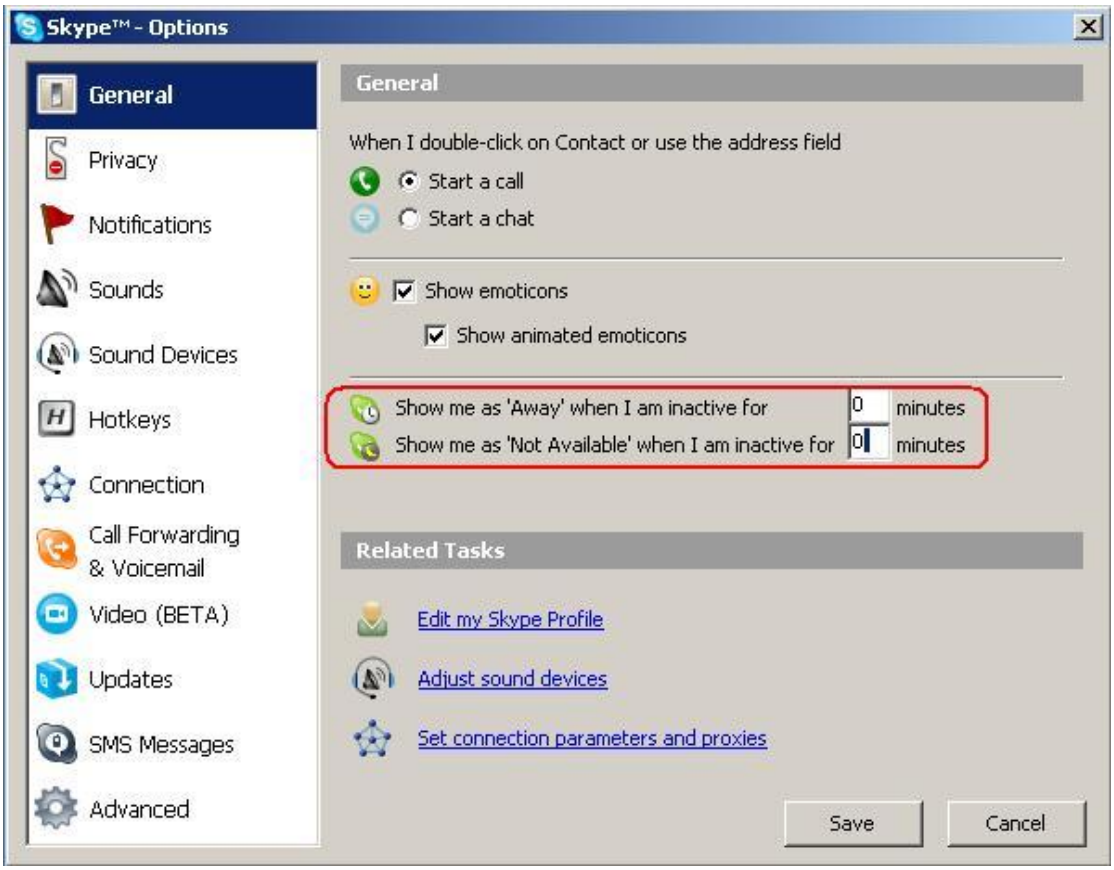
Step 1. Select **“Tools”** tab from Skype main window.

Step 2. Select **“Options”**.

Step 3. Select **“General”**.

Step 4. Fill 0 for “Show me as “Away” when I am inactive for _ minutes”

Step 5. Fill 0 for “Show me as “Not Available” when I am inactive for _ minutes”



Click **“Save”** button to save configuration.

6.3 Disable Skype Sounds

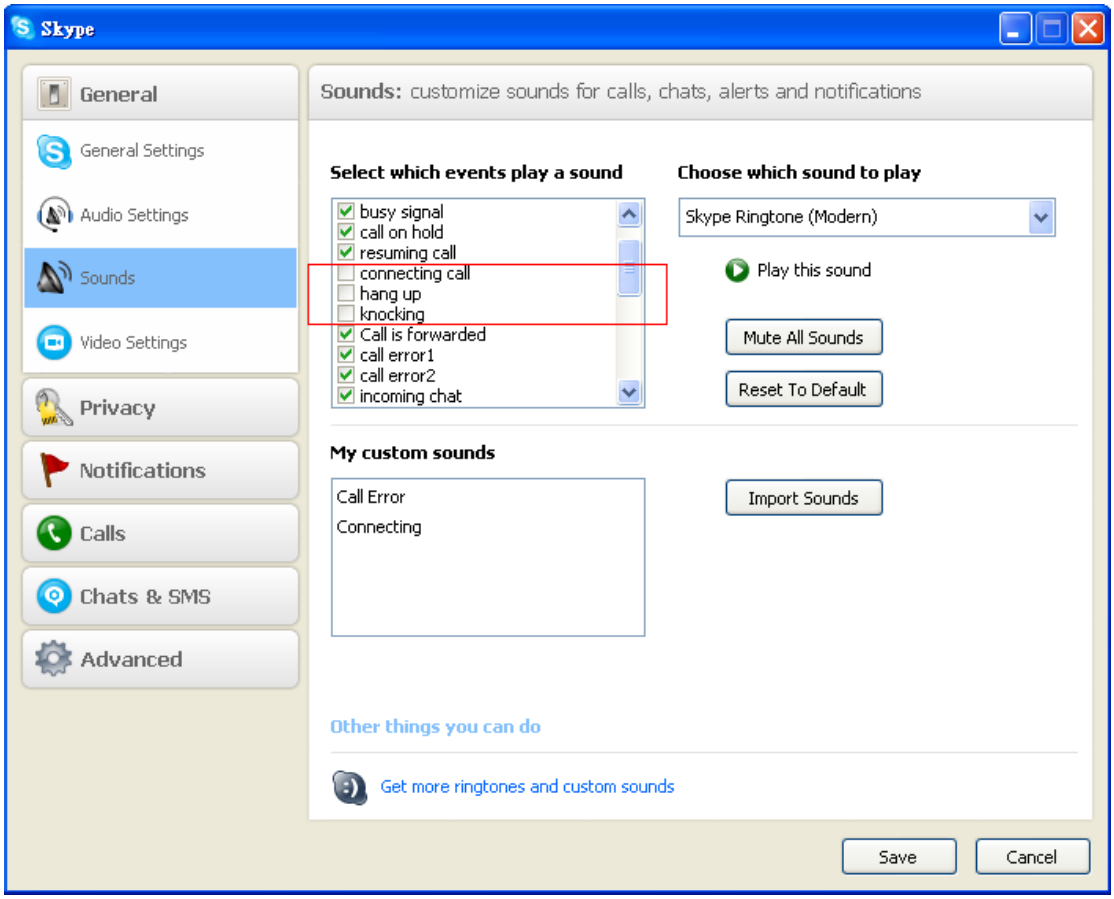
User needs to disable Skype generated sounds in SkyGWO server PC to avoid in-progress Skype calls to hear other incoming Skype call prompt. connecting call, hang-up and knocking sounds can be disabled as following steps.

Step1. Select **“Tools”** tab from Skype main window.

Step2. Select **“Options”**.

Step3. Select **“Sounds”**.

Step4. Cancel settings of **“connecting call”**, **“hang-up”** and **“knocking”**. And then press **“Save”**.



6.4 Disable Skype Video

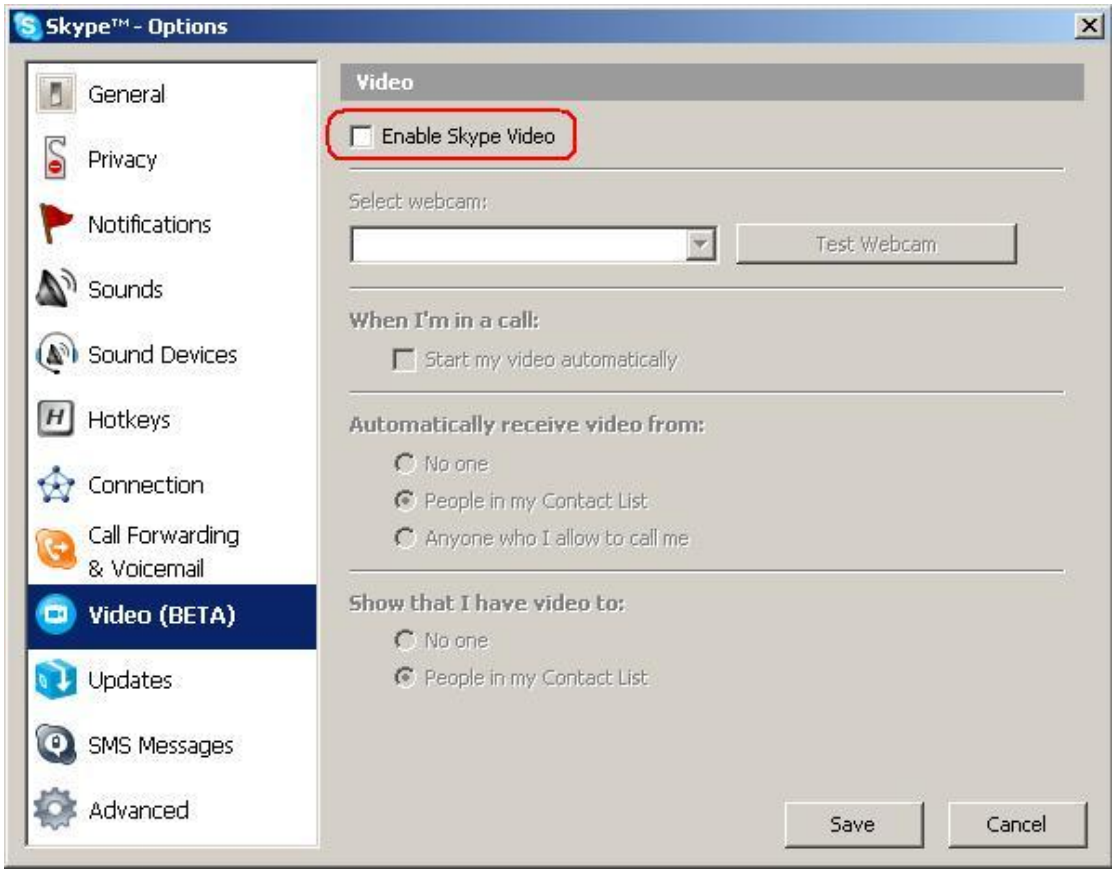
Skype video function can be disabled to avoid consuming internet bandwidth and SkyGWO server CPU resource. Please disable Skype Video support as following steps.

Step 1. Select **“Tools”** tab from Skype main window.

Step 2. Select **“Options”**.

Step 3. Select **“Video”**.

Step 4. Disable **“Enable Skype Video”**.



Click **“Save”** button to save configuration.

7. SkyGWO Setting

There are nine options (**Option**, **Skype fair Usage Policy**, **Status**, **Dialing rule and limit**, **Skype setting**, **IVR makeup**, **Check for latest update**, **About** and **Exit**) when user clicks SkyGWO system tray icon at the right-bottom corner of Windows desktop.

- **Option**

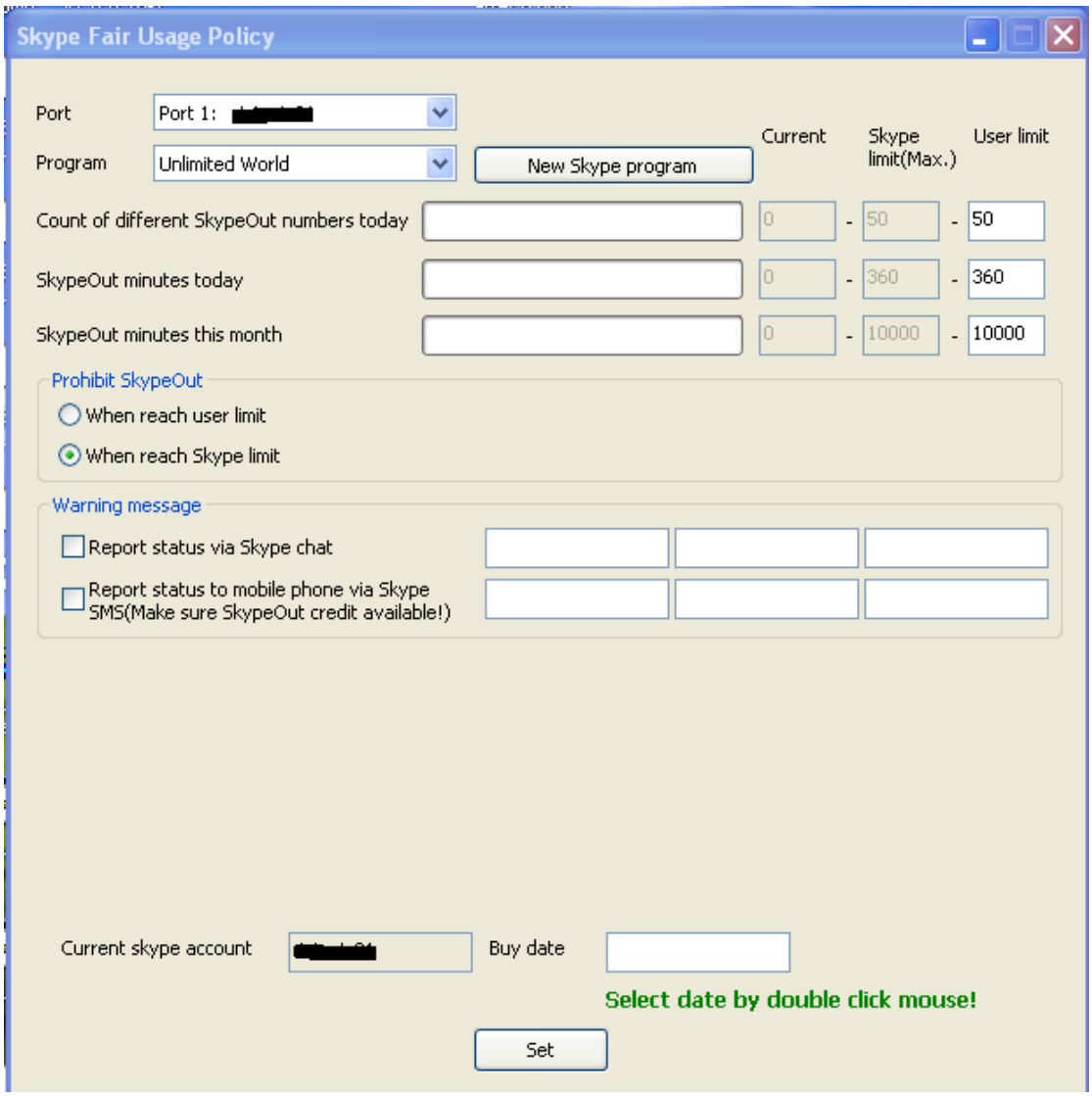
  Basic settings of SkyGWO. Please refer this manual section 7.1~7.5 for details.

- **Skype fair Usage Policy**

  Setting to prevent infringing Skype fair policy for SkypeOut programs like unlimited world.

Choose "**Skype fair usage policy**" by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.

Then Skype fair usage policy page pops out as below.



User needs to choose the Skype program for each Skype account. SkyGWO will automatically bring up the Skype call limit based on Skype fair usage policy. If the subscribed Skype program is not within the default list, user can create the new Skype program and set the calling limit according to this Skype program. In addition to Skype limit, user can set user's own limit. The accumulative call counts of different SkypeOut number and SkypeOut call minutes are statistic for each Skype account instead of per port.

Prohibit SkypeOut

User can also set the situation for "Prohibit SkypeOut". User can choose to prohibit Skypeout call when the accumulative call counts of different SkypeOut numbers or SkypeOut minutes reach either user's limit or default Skype limit. User limit can't be larger than Skype limit.

Warning message

There are two situations to send out warning messages. When the

accumulative call counts for different SkypeOut number or SkypeOut minutes reach limit, SkyGWO will send out the corresponding warning messages via free Skype chat to the assigned Skype accounts or SkypeOut Short Message Service(SMS) to the assigned mobile numbers. And there should be enough SkypeOut credits for this SMS service.

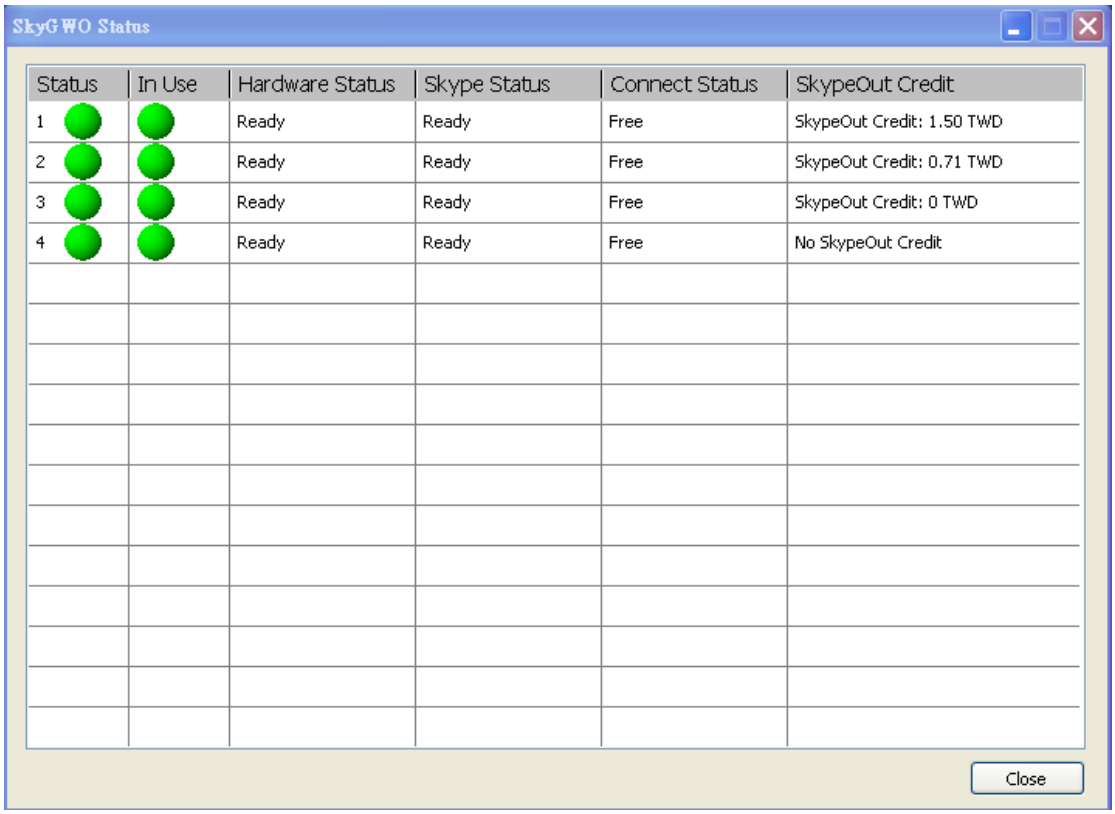
Skype backup account

The main company Skype account is unique and it should not have back up accounts. When the sub Skype accounts reach the calling limit, SkyGWO can automatically prohibit this account from calling SkypeOut and replace the Skype account with the Skype backup accounts. Once the limit is lifted, this Skype account will become an active Skype backup account. Each sub Skype account has two Skype backup accounts. The backup Skype accounts need to have same Skype service program like “unlimited World” as the assigned Skype service per port.

- **Status:** Status for all ports

Choose “**Status**” by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.

Then SkyGWO status window pops out as below. It can provide administrator information of each port status(like line in use, hardware & Skype status, connect status and SkypeOut credit). User can refer to section 7.5 Alert page of this manual for more information.



Status LED

When Skype is on line, the status LED will be green, otherwise(like off line or Do not Disturb) the status LED will be red.

In Use LED

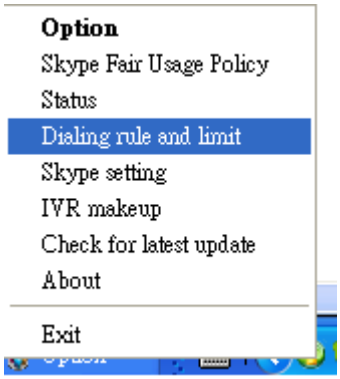
When there is a call in progress, “In Use” LED will be red.

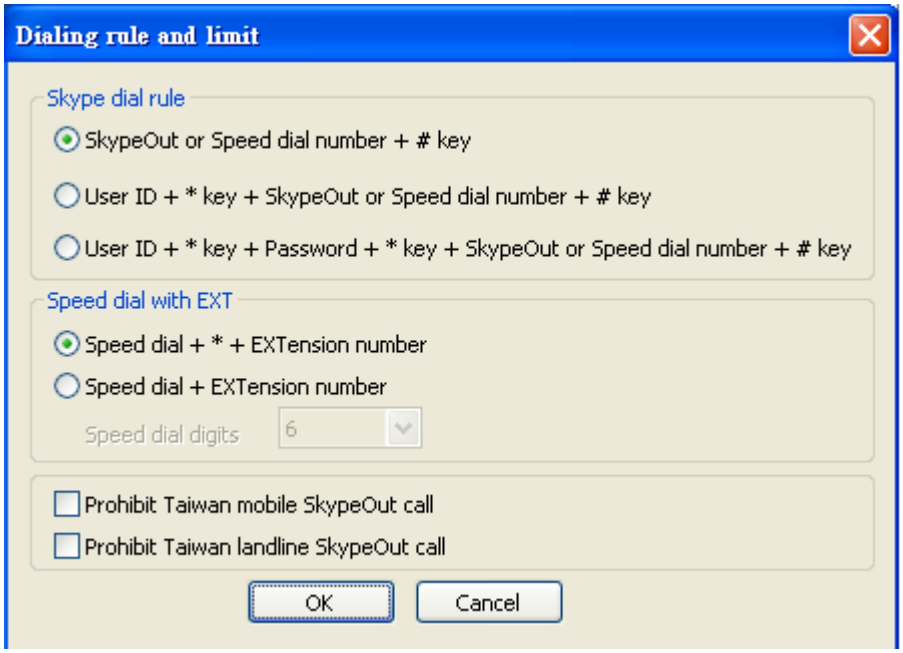
Detailed status

1. Hardware status：Ready, Initialization fails, Hardware not found, Not initialize。
2. Skype Status：LogOut, OffLine, DND (Do Not Disturb), Can not attach, Ready.
3. Connect status：Free, Busy, Incoming Skype Call, Outgoing Skype Call, Skype Disable, Skype Unavailable.
4. SkypeOut Credit：No SkypeOut Credit, SkypeOut Credit:

■ **Dialing rule and limit**

Choose “Dialing rule and limit” by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.




Dialing rule and limit
Skype dial rule
SkypeOut or Speed dial number + # key
User ID + * key + SkypeOut or Speed dial number + # key
User ID + * key + Password + * key + SkypeOut or Speed dial number + # key
Speed dial with EXT
Speed dial + * + EXTension number
Speed dial + EXTension number
Speed dial digits
6
Prohibit Taiwan mobile SkypeOut call
Prohibit Taiwan landline SkypeOut call
OK
Cancel

Skype dial rule

Admin can choose one of the three Skype dialing rules for dialing management. The default setting is rule 3: User ID+＊+password+＊+Speed dial or SkypeOut. **If rule one is chosen, only public phonebook can be used and private phonebook can’t be used. And there runs the risk of hack’s possible Skype/SkypeOut calls.** Rules 2 & 3 can be deployed for all speed dial numbers in public and private phonebooks. **But the speed dial number for public and private phonebook can’t be duplicated!!**

Speed dial with EXT

After user dials one company Skype account and hears IVR, user can dial extension number according to IVR instruction. System default allows user to

dial speed dial +＊+ extension number directly. Or user can dial speed dial + extension number directly(without dialing ＊ between), but user needs to assign Speed dial number digits from the GUI. For other Skype speed dial number which doesn't need a short dial(speed dial + extension), there is no limit for speed dial number setting.

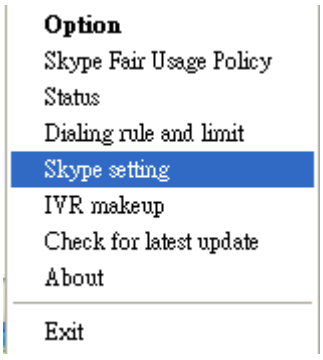
Choosing Speed dial + EXTention number, user needs to pay special attentions to speed dial setting if SkypeOut call is also allowed. In case, the combination of speed dial number plus extension number happens to be the same as one SkypeOut number. When such SkypeOut number is dialed out, system will treat this call as the matching speed dial + extension number instead of one SkypeOut number and ~~to~~ dial out incorrectly. In a brief, speed dial plus extension number needs to be avoided to be the same as one possible SkypeOut number such as landline number(area code(W or W/O) + phone number) or international number (00+ country code + area code + phone number).

Prohibit Taiwan Mobile SkypeOut call

Prohibit Taiwan Landline SkypeOut call

- **Skype setting**

  Choose "**Skype setting**" by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.

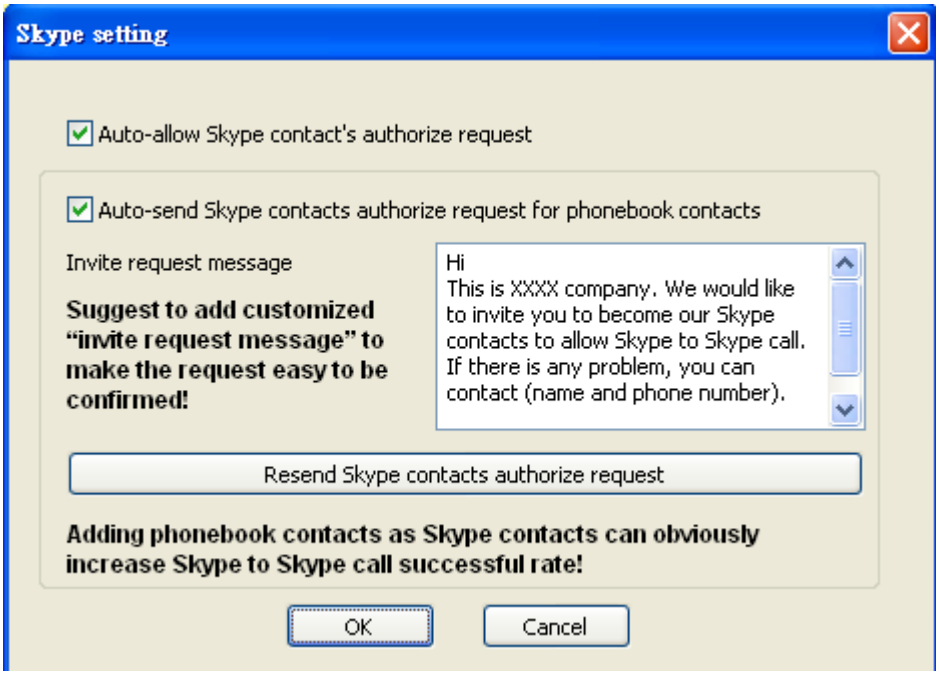


  There are two functions for this option:

Auto-allow Skype contact's authorize request: If the setting is enabled, SkyGWO will automatically allow incoming Skype contact authorize inquiry. However, admin can use black list to prevent incoming or outgoing calls from/for this

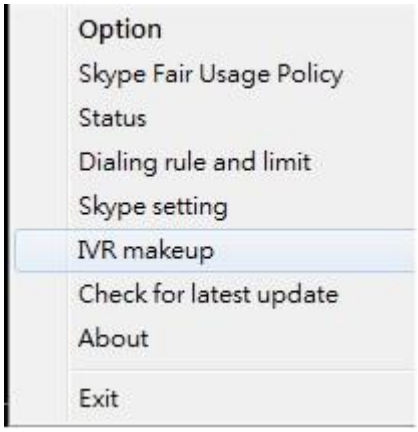
Skype contact. Please refer this manual section 8.5 for details. Default setting is enabled.

Auto-send Skype contact's authorize request for phone book contacts: If this option is enabled, SkyGWO will send out Skype contact's authorize request for all Skype contacts in public/private phone books. Sending authorize request will be done for all the Skype accounts used for SkyGWO. If the authorize request is accepted, then both will become friends and Skype to Skype calls between both parties will have an obvious successful rate. Admin can have own "invite request message" or Skype's default invite request message will be sent out. **Suggest to add customized "invite request message" to make the request easy to be confirmed!** The Skype contact's authorize request will be sent out for one time, admin can press button**" Resend Skype contacts authorize request"** if he wants to resend request. Only non-authorized contacts will receive the inquiry message. Existing Skype contacts won't be bothered by this action. The default setting is enable.


Skype setting
Auto-allow Skype contact's authorize request
Auto-send Skype contacts authorize request for phonebook contacts
Invite request message
Suggest to add customized "invite request message" to make the request easy to be confirmed!
Hi
This is XXXX company. We would like to invite you to become our Skype contacts to allow Skype to Skype call. If there is any problem, you can contact (name and phone number).
Resend Skype contacts authorize request
Adding phonebook contacts as Skype contacts can obviously increase Skype to Skype call successful rate!
OK
Cancel

- **IVR makeup**

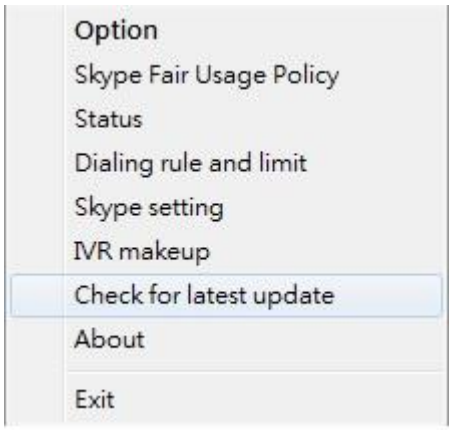
  Choose “IVR makeup” by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.



  There are two default IVRs supporting Chinese and English. User can record own IVR by dialing speed dial number 99998#, then start to make IVR recording. After recording function is activated**,** system will pop out GUI for stop recording, play back and storage location option.

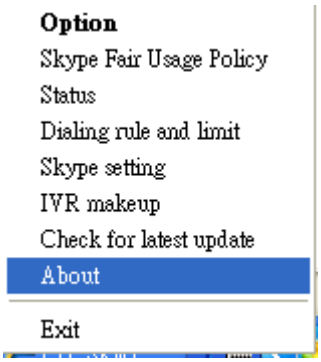
- **Check for latest update**

  Choose “**Check for latest update**” by right-clicking SkyGWO system tray at the right bottom corner of Windows desktop as below.

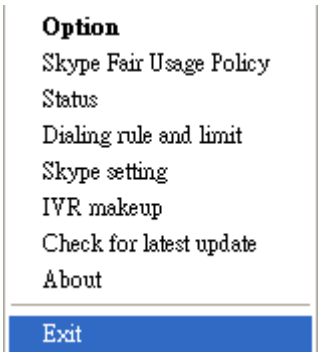


  SkyGWO supports on-line update now. When there is a new software release, admin can get a pop-out notice. Admin can decide to go with the update or update later. Admin can check for latest update anytime especially when the system runs into troubles. There is no need to uninstall the old SkyGWO version in order to update the new version.

- **About:** The version of SkyGWO software.



- **Exit:** Close SkyGWO software , Tomcat and Skype accounts.



7.1 General Setting Page

Option

The Option includes the settings most commonly used. When user clicks the **"OK"** button at the bottom of Option dialogue after making a new setting, the new setting will be activated and Option dialogue closes immediately. If user clicks the **"Apply"** button at the bottom of Option dialogue after making a new setting, the new setting will be activated immediately and user can continue to make more changes if necessary. After choosing **"OK"** or **"Apply"** button, the new setting will be saved and user has the updated setting when user launches SkyGWO again. User can use **"Cancel"** button to cancel the changes and Option dialogue closes immediately. Besides, user can click **"Default"** button to refresh settings to default settings in every pages. There are following five pages:

General Setting Page

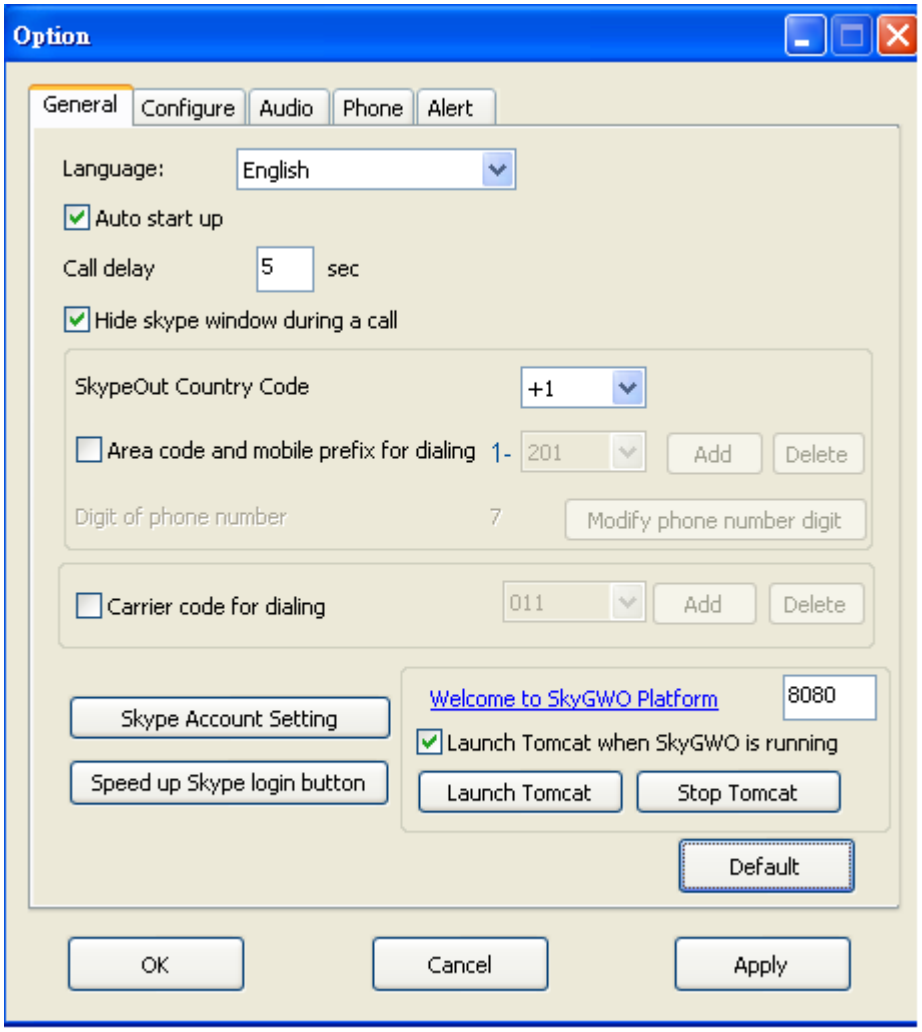
Configure Setting Page

Audio Setting Page

Phone Setting Page

Alert Setting Page

This general page provides the basic operation settings, including Language, Auto start up, Call delay, Hide Skype window during a call, SkypeOut country code, Area code and mobile prefix for dialing, Carrier code for dialing, Skype Account Setting, Speed up Skype login button, Welcome to SkyGWO platform, Launch Tomcat when SkyGWO is running, Launch Tomcat and Stop Tomcat as the below figure.



1. **Language:** Three languages are supported: English, Simplified Chinese, and Traditional Chinese. If the operation system language of user's SkyGWO server PC is not within the three language supporting list, Language will be set to English automatically. The default language is decided by the "Select Setup Language" setting during SkyGWO setup program is installing. However, the user interface language can be adjusted by changing the language selection. SkyGWO

web language and the default IVR is decided by the "Select Setup Language" setting when SkyGWO setup program is installing.

2. **Auto Start Up:** If this setting is enabled, SkyGWO program will be automatically loaded and executed when the computer operating system is started. The default setting is enable.
3. **Call delay:** Call delay means how long the Skype call will be dialing out if user doesn't add "#" key after pressing the Skype speed dial number or SkypeOut number. User can input number like 5, then the Skype number will be dialed out after 5 seconds if user doesn't add "#" key after the Skype number. The delay time between dialing each digit of the speed dial or SkypeOut number can't exceed the assigned call delay time, or an incomplete number will be dialed out.
   The default setting is 5 seconds.

   Note: For country code- Taiwan, China, USA and Canada, Smart dialing is supported now. After enough SkypeOut dialing digits are dialed, the call will be dialed out without waiting for the delay time.
4. **Hide Skype window during a call:** If this setting is enabled, Skype window won't pop out when there is a call in progress.
   The default setting is enable.
5. **SkypeOut Country Code:** Standard SkypeOut call number format is "00" or "+" key + country code + local PSTN/Mobile number. With a country code setting, user can omit 00 + country code when making a domestic call.
6. **Area code and mobile prefix:** Only support area codes for Taiwan, China, USA and Canada now. For other countries, user need to fill in complete area code numbers, otherwise wrong number is possible. Choose the local area code and users can dial the local number directly without adding area code just as users did for a landline call.
7. **Carrier code for dialing:** Some companies might have telecom company's dialing code to save money and

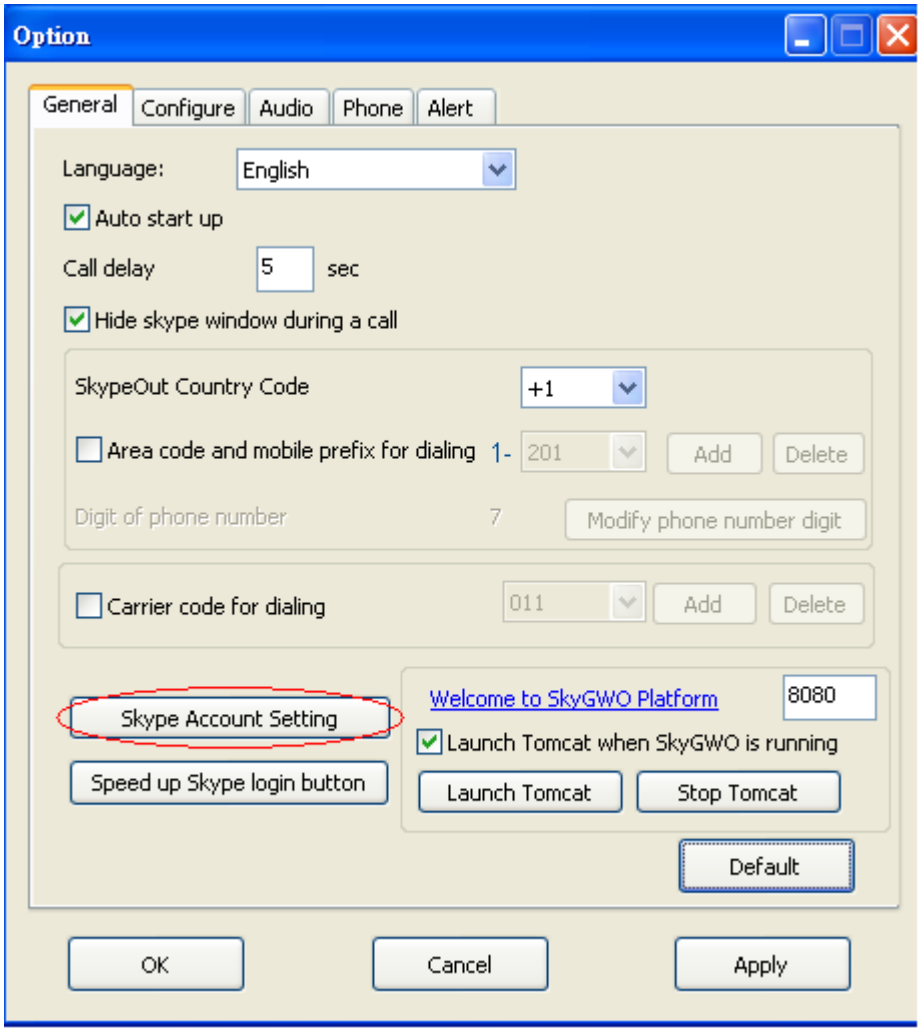
this function can keep user's dialing habit unchanged. User can add or delete carrier code and all the listed carrier codes will be valid.

8. **Skype account setting:** Please refer section 7.1.1 of this manual.
9. **Speed up Skype login button:** If sub Skype accounts have slow login or slow Skype calls connection, admin can try this button to accelerate.
10. **Welcome to SkyGWO platform:** Please refer chapter 8& 9 of this manual. Port 8080 is adjustable.
11. **Launch Tomcat when SkyGWO is running**: Enable this option, Tomcat will be launched whenever SkyGWO is running. **Launching Tomcat will open system port 8080(default) and possibly make system at risk. Administrator needs to be careful on this setting.** The default setting is user' s choice during SkyGWO installation.
12. **Launch Tomcat and Stop Tomcat**

7.1.1 Skype Account Setting

SkyGWO software will ask user to fill in Skype accounts information during setup. However, user can follow below steps to change Skype accounts.

Step 1: Click **"Skype Account Setting"** button of General page in the GUI.



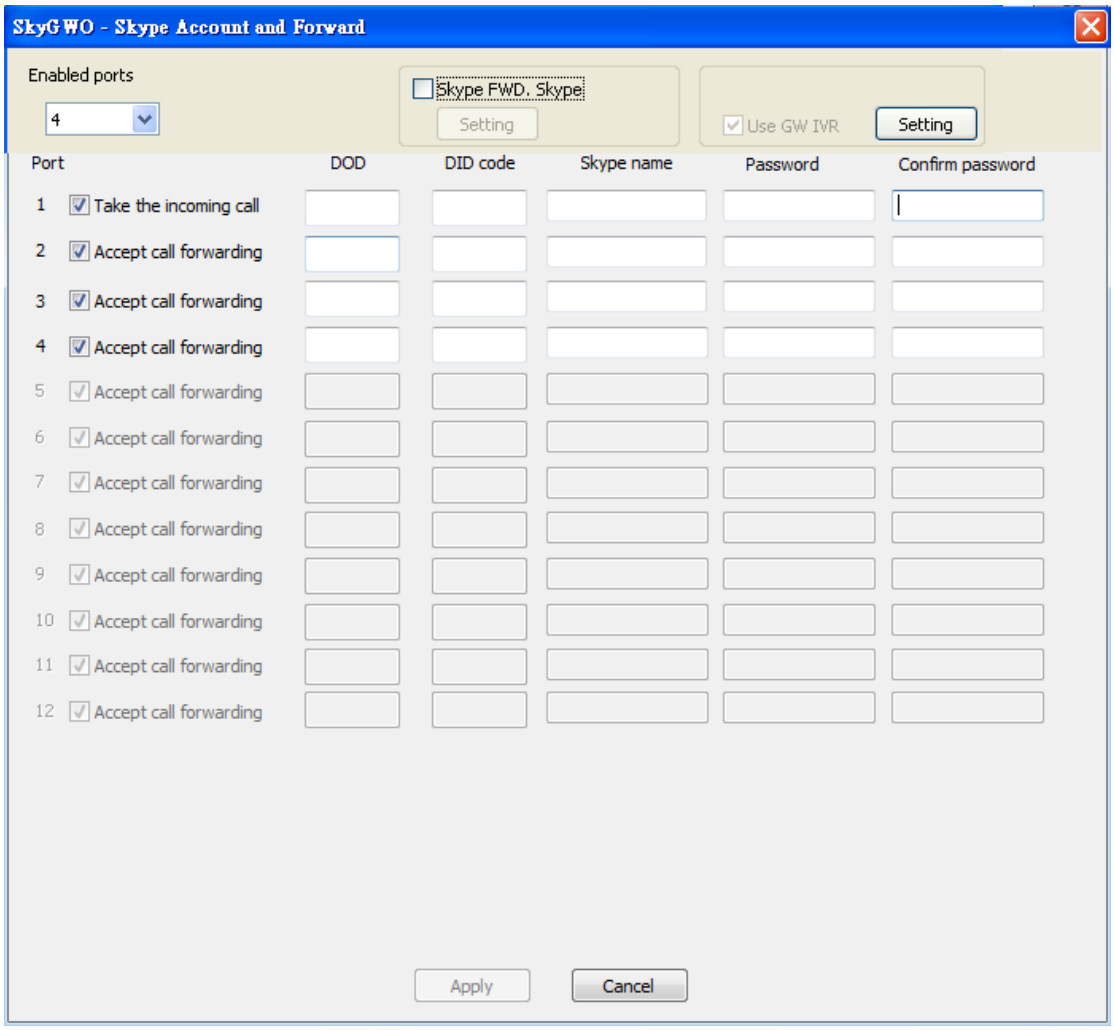
Step 2: Choose how many ports user needs and fill in Skype accounts and passwords. The first Skype account can be company's unique Skype account as shown Skype "Call me" button on company's web site.

For example, user needs two Skype lines for SkyGWO, then user can select "2" ports. For the first port, user can choose to take the incoming Skype call or not. For other ports, user can select to accept call forwarding from the first port by checking Accept call forwarding box. The default setting is enable. DID code is sent to the PBX when the corresponding Skype has an incoming call and the call is answered by PBX. This function can be used for customer service. Once customers call the service Skype account or SkypeIn number, the call will be directed to a dedicated customer support. Once the DID function is enabled, accept forwarding call function will be disabled.

DOD function can help remote or mobile employees easily be reached. Such employee's office extension number is the PXB extension with

DOD enabled. Any incoming call to this extension number will be forwarded to the assigned DOD Skype account for smart phone or SkypeOut number for reachable number. But the DOD enabled extension number can't be set as the same extension group as other Skype gateway ports without DOD function. Otherwise, the incoming call into the DOD enabled extension will be wrong forwarded.

User can use above settings to plan which ports will be used for taking incoming calls and which ports will be used for calling out.



Step 3: Enter Skype name or password- the maximum length allowed is 31 alphanumeric characters. Click **"Apply"** to save the changes.

Step 4: **Skype FWD. Skype (Skype forward to Skype)**

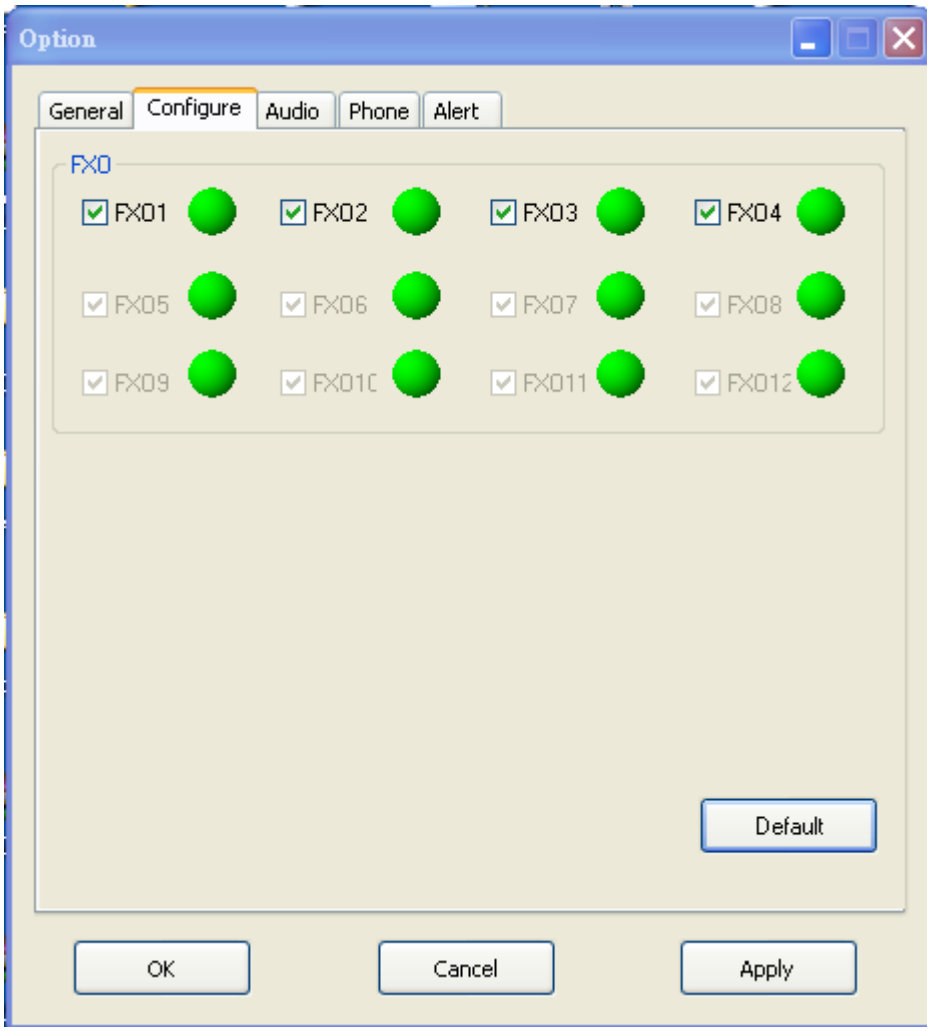
The default setting for this function is disabled. Admin can enable this function whenever it is needed and allow this function for the users who are authorized.

To enable Skype to Skype forward function, user needs to fill in company's PBX extension number digit, or this function won't be enabled. And the digit of the setting speed dial number can't be the same digit of PBX extension number. If both digits happen to be the same, system will treat the dialing out speed dial number as one extension number and might get a wrong call. Skype to Skype forward call applies rule one as the Skype dialing rules setting of the system. Speed dialing setting needs to be avoided to be a possible SkypeOut number(especially SkypeOut number for a local call), otherwise such SkypeOut number will be treated as a matched speed dial number and be dialed out incorrectly. SkypeOut number format for landline number is area code(W or W/O) + phone number and the corresponding format for or international number is 00 + country code + area code + phone number. When user tries to make a Skype to Skype forward call and gets a busy tone, system might be fully occupied. User can try later.

Step 5: **Gateway IVR**: There are two default IVRs supporting Chinese and English. User can record own IVR by dialing speed dial number 99998#, then start to make IVR recording. After recording function is activated**,** system will pop out GUI for stop recording, play back and storage location option.

7.2 Configure Setting Page

User can configure SkyGWO to enable or disable each FXO port. When user enables one FXO port, status LED of this port will be green and Skype for this port will work. However, SkyGWO will set this port as busy status with red status LED even the corresponding Skype account is running if this port is disabled.

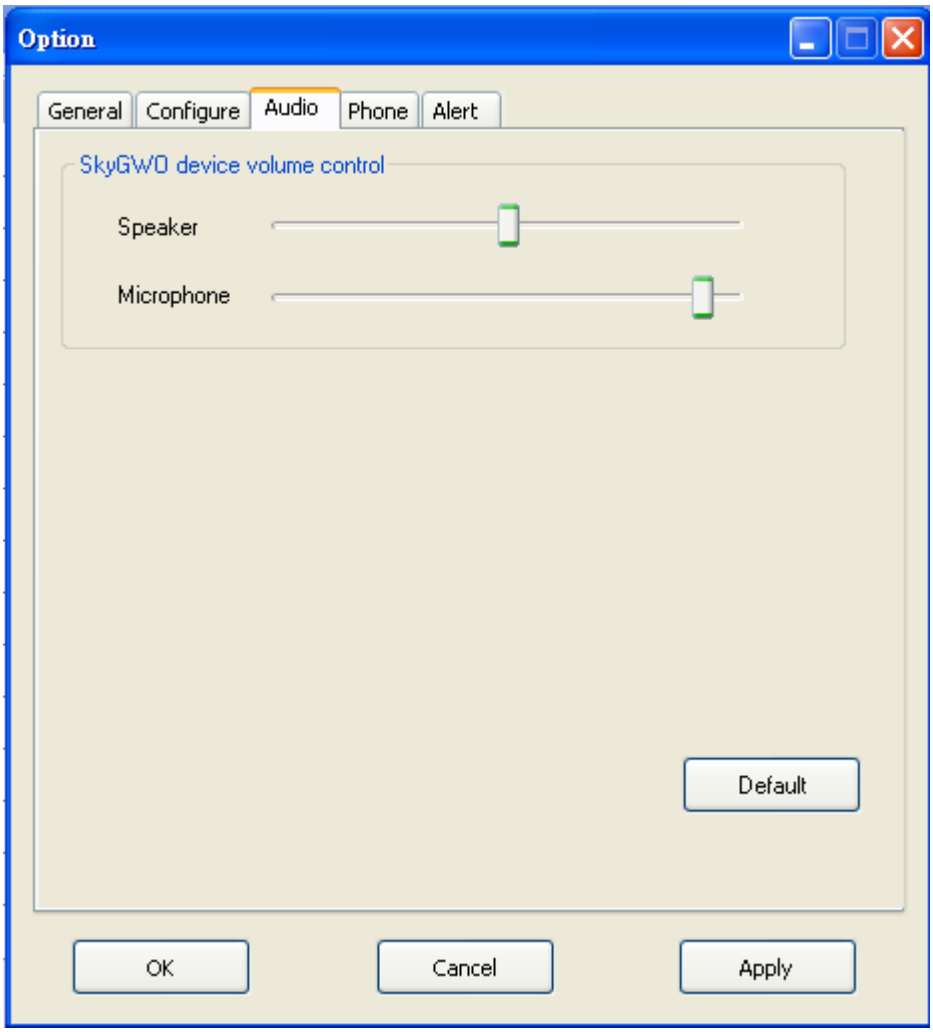


User can enable or disable FXO1 to FXO12 ports separately.

【Note】It is strongly recommended that user enables all FXO ports for first time setup. If user doesn't enable FXO for one port, SkyGWO will disable Skype function for that port.

7.3 Audio Setting Page

In Audio setting page, user can change SkyGWO device volume control.

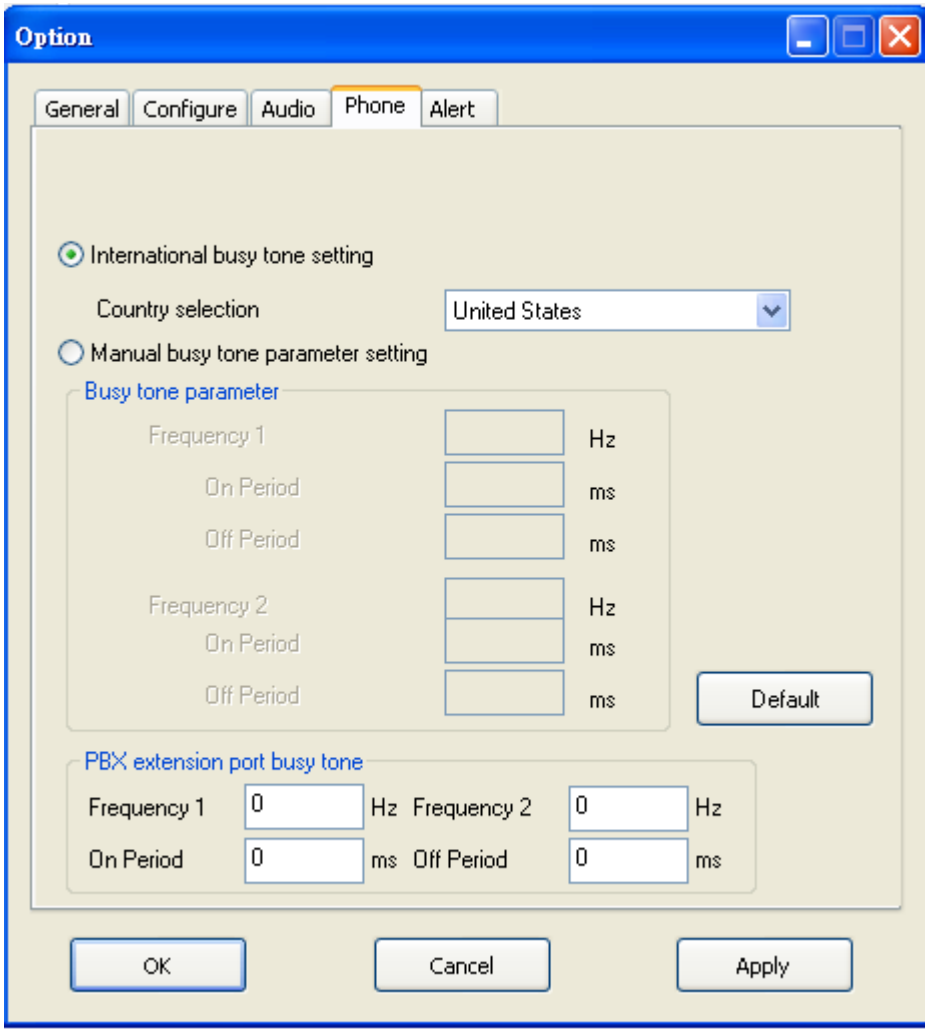


SkyGWO device volume control: User can individually adjust the speaker and the microphone volume of SkyGWO. Once the change is made, the same change will be applied for all ports. To adjust the audio wave input/output volume, drag the Microphone/speaker volume scroll bar.

【Note】If user attempts to change SkyGWO speaker volume from Sounds and Audio Devices in control panel, SkyGWO program will adjust the volume to its default value. If user attempts to change SkyGWO's microphone volume from Sounds and Audio Devices in control panel and the volume exceeds SkyGWO's default value, SkyGWO will adjust the volume to its maximum value.

7.4 Phone Setting Page

This page provides the related configurations about phone settings, such as International busy tone setting for Country selection, Manual busy tone parameter setting and PBX extension port busy tone as below.

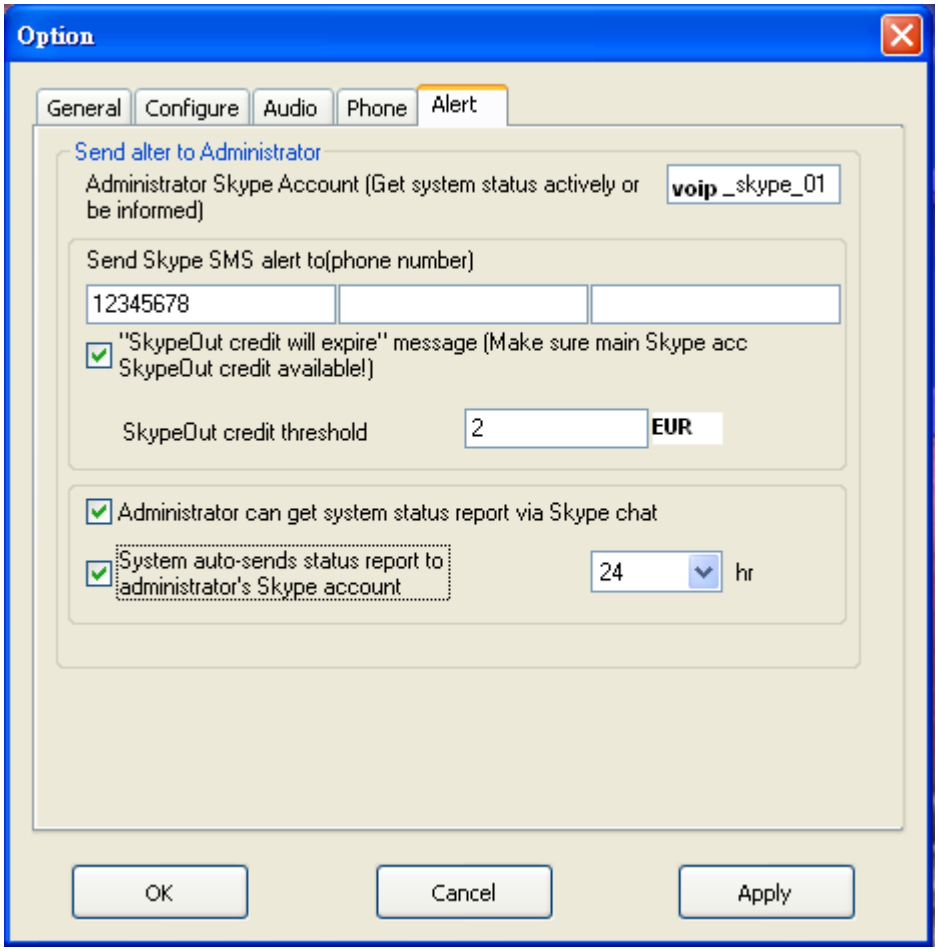


1. **International Busy Tone Setting:** User can choose own living country from country selection list to prevent possible port lock due to incorrect busy tone detection. In case, the selected busy tone country doesn't work, user can configure the busy tone parameters themselves as below item "Manual busy tone parameter setting".

   The default international busy tone country setting is decided by the **"Select Setup Language"** selection when SkyGWO is installed. For example, if user selects English during installation, the default country will be United States. SkyGWO supports busy tone for most countries now.
2. **Manual busy tone parameter setting:** When user can't find the living country from the list or the selected country busy tone doesn't work, user can configure the busy tone parameters themselves if they know the appropriate setting, and then click **"OK"**.
3. **PBX extension port busy tone:** For connecting with PBX extension port application, system provides one tool for busy tone detection. This

tool can also be used for local carrier's busy tone detection. After busy tone of the PBX extension port is detected via the tool, please fill in the result for application.

7.5 Alert Setting Page



Send alert to Administrator: SkyGWO can send messages to administrator via Skype main account chat or SMS (Short Message Service) for some critical events of each port.

Administrator Skype Account (chat): Input administrator's Skype account which SkyGWO will send an alert message to.

Send Skype SMS alert to Phone number (SMS): When SkypeOut credit will be expired, main Skype account will send a SMS message to these phone numbers.

SkypeOut credit will expire: When the checkbox is chosen, administrator can set the SkypeOut credit threshold. Once SkypeOut credit is lower than the threshold, main Skype account

will send a SMS message to these phone numbers to remind administrator.

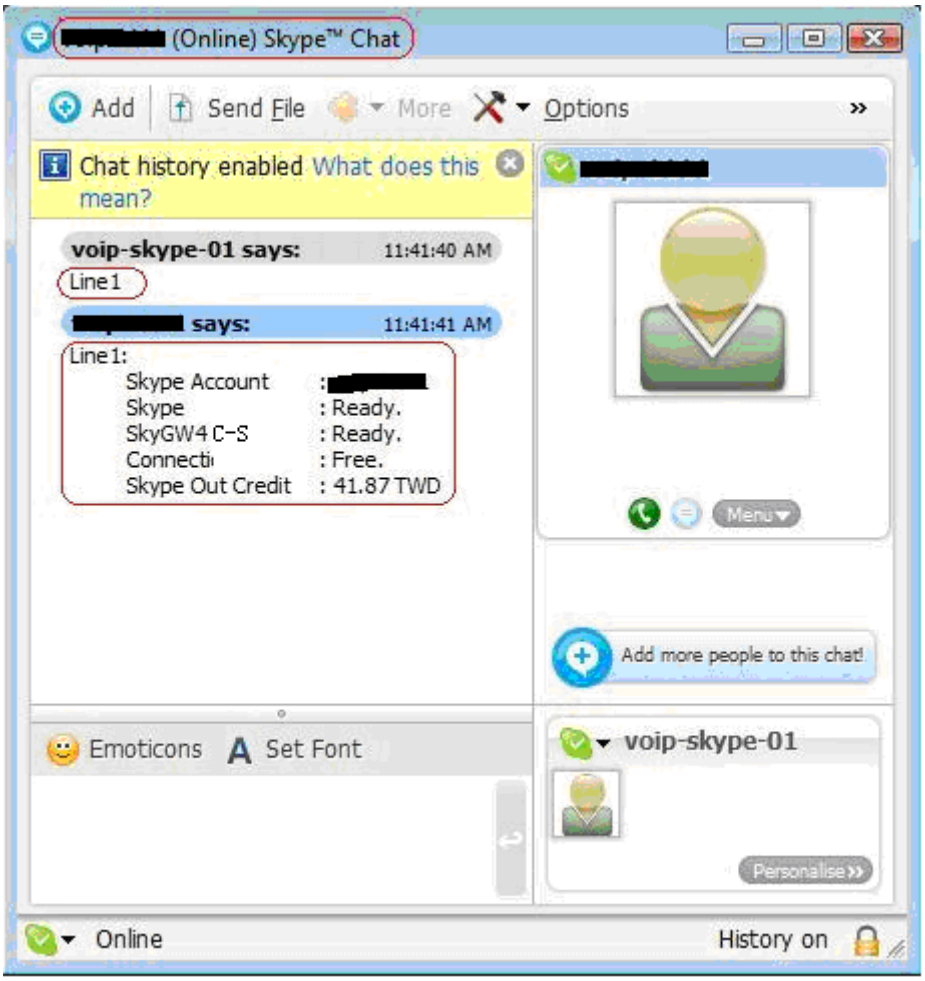
Administrator can get system status report via Skype chat:

After checking this box, SkyGWO will send line status to administrator's Skype account based on administrator's command. For example, administrator sends command "Line1" to SkyGWO and SkyGWO will reply line 1 detailed status.

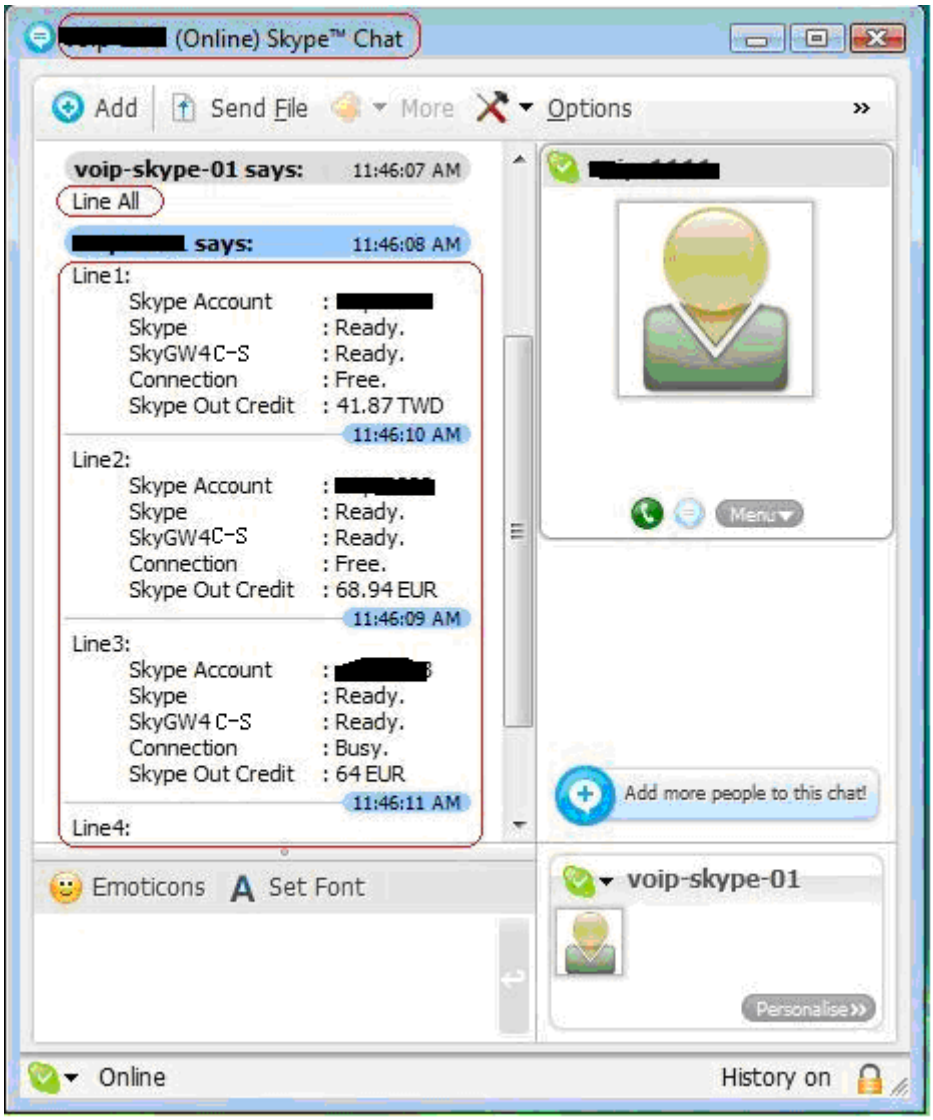
System auto-sends status report to administrator's Skype account:

After checking the box, SkyGWO will automatically send all line's detailed status to administrator by a fixed time interval. The default setting is 24 hours.

【Example】1. After administrator uses voip-skype-01 Skype account to send a command "Line1" to main Skype account in SkyGWO, SkyGWO will report line 1 detailed status to administrator as below.



2. After administrator uses voip-skype-01 Skype account to send a command “Line All” to main Skype account in SkyGWO, SkyGWO will report all lines detailed status to administrator as below.


(Online) Skype™ Chat
Add
Send File
More
Options
voip-skype-01 says: 11:46:07 AM
Line All
says: 11:46:08 AM
Line1:
Skype Account :
Skype : Ready.
SkyGW4C-S : Ready.
Connection : Free.
Skype Out Credit : 41.87 TWD
11:46:10 AM
Line2:
Skype Account :
Skype : Ready.
SkyGW4C-S : Ready.
Connection : Free.
Skype Out Credit : 68.94 EUR
11:46:09 AM
Line3:
Skype Account :
Skype : Ready.
SkyGW4C-S : Ready.
Connection : Busy.
Skype Out Credit : 64 EUR
11:46:11 AM
Line4:
Menu
Add more people to this chat!
Emoticons
Set Font
voip-skype-01
Personalise
Online
History on

8. SkyGWO Administrator Web Management

8.1 Administrator Login

Administrator can click “Welcome to SkyGWO platform” in General page from choosing Option of SkyGWO system tray at right-bottom corner of Windows desktop. Or open an internet browser and type http://localhost:8080 or SkyGWO Server PC ‘s IP (like http://192.168.33.197:8080) in the address bar of the browser. **(Only support IE and Chrome. Port 8080 can be adjustable.)** This will open a “Welcome to SkyGWO platform” page. Then user can login by typing user name and password. The default value for both **“User Name”** and **“Password”** are **“admin”**. If administrator doesn’t want to type User name and Password every time to enter the welcome page, please check the **“Remember me”** box.

【Note】We strongly recommend administrator to modify User name and Password from Profile tab and click **Save** button. Please refer to 8.2.1 for details.

8.2 Administrator Web Page

After login, administrator can access SkyGWO web platform and has below options.

- **Users**: Add, delete, or modify user account
- **Phonebook**: Add, delete, or modify public phonebook
- **Security**: Security setting for incoming/outgoing calls and White and Black list
- **Call Log**: View all call logs
- **Tool**: Import or export phonebook and user information, back up call log and view system usage statistics
- **Profile**: Modify administrator's information
- **Logout**: Administrator logout

8.2.1 View & Modify Administrator's Information

Click **Profile** and administrator can view and modify administrator's User name and Password. Then save it.

8.2.2 Administrator Logout

Click **Logout** button at the right top corner of the screen to logout.

8.3 User Account Management

Click **Users** and administrator can view the list of all users.

- All: Check **All** box to select all users.
- Show 10/20/50 per Page: Show 10, 20, or 50 users in one page.
- User Type: There are two kinds of users: **Normal User** and **Administrator**.

Administrator can sort the list by clicking "**User Name**" or "**User ID**" tab.

8.3.1 Add User

Click **Users** and then click the **Add User** button to add a user.

Administrator must log in as an administrator to add user accounts. The required filled in information includes **User Name**, **User ID, Password,** and **User Type** . Administrator can allow user to have Skype to Skype call forward function by setting user's Skype account and enable this function. Every user can use his/her **User Name** to login to manage his/her own private phonebook. Every user is assigned a unique **User ID**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new user.

* Fields marked with an asterisk are required information.

8.3.2 View & Modify User's Information

Click **Users** and administrator can view the list of all users.

Administrator can click user's name to modify password and comments. When the modification is completed, click **Save** button to save the changes.

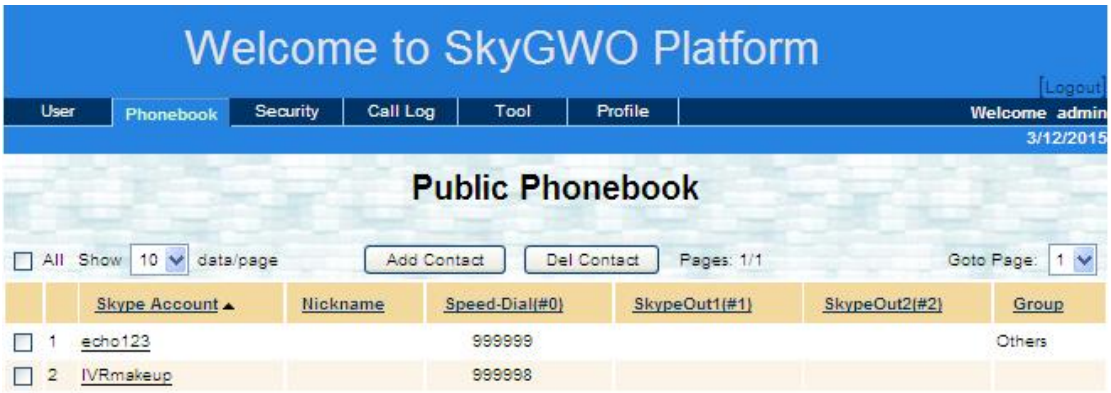
【Note】After viewing the detailed information, administrator can decide to delete the user by clicking **Delete User** button. Or administrator can view the user's personal phone book by clicking **Phone Book** button.

8.3.3 Delete User

Click **Users** and then check the box of the user whom administrator wants to delete. Click **Delete User** button to delete the user.

8.4 Public Phonebook Management

Click **Phonebook** to view public contacts list.



- **Add Contact:** Add new public contacts
- **Del Contact**: Delete public contacts
- **Speed-Dial (#0)**: Contact's speed-dial number
- **SkypeOut1 (#1)**: Contact's SkypeOut number 1
- **SkypeOut2 (#2)**: Contact's SkypeOut number 2
- **Group**: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. Through an appropriate group setting, user can find a specific contact through Group searching.

Administrator can sort the list by clicking the tab for Skype Account, Nickname, Speed-Dial (#0), SkypeOut1 (#1), SkypeOut2 (#2) or Group.

8.4.1 Add Public Phonebook Contacts

Click **Phonebook** and then click the **Add Contact** button to add a contact.

User needs to log in as an administrator to add public contacts. The required information includes **Skype account**, **Speed-Dial** and **Group**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new contact.

1. Maximum 32 characters for Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2.
3. Delay time for each "＊"key: User can add "＊" keys after a company's phone number. After dialing to this company, the extension number(digits after "＊"key) will be dialed after the delay time. There are options 1~9 seconds for each "＊" and the default is 2 seconds.
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend,

Schoolmate and Others. Through an appropriate group setting, user can find a specific contact through Group searching.

8.4.2 View & Modify Public Phonebook

Click **Phonebook** to manage public contacts.

If administrator wants to modify contact's information, click contact's Skype account. Any information can be modified except the Skype Account. When the modification is completed, click **Save** button to save the changes.

【Note】At contact information page, administrator can click **Delete Contact** button to delete the contact.

8.4.3 Delete Public Phonebook Contacts

Click **Phonebook** and click the check box of the contacts. Then click **Del Contact** button to delete the contacts if administrator wants.

8.5 Security

8.5.1 Security setting for incoming call

Incoming call protection limit

In order to prevent possible malicious attack, SkyGWO has one mechanism to stop denial of service attack. Under **incoming call protection limit**, please set the maximum incoming calls count per minute from the same Skype account. Remember to click "**Save**" button to save your setting and make it valid.

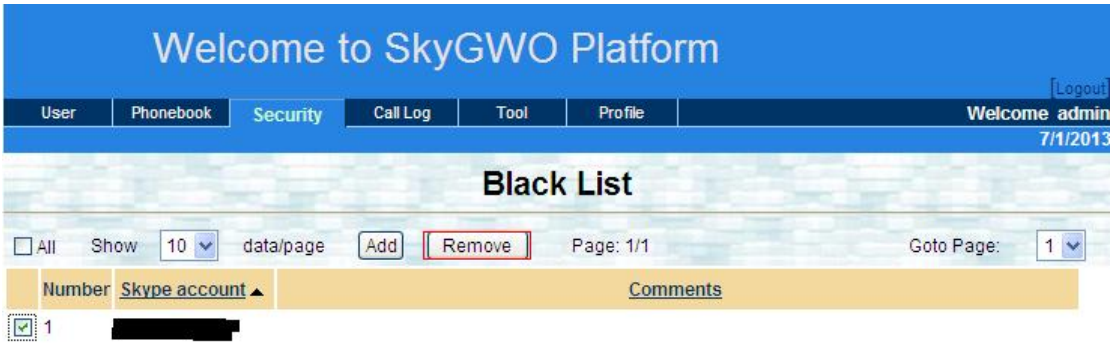
If some Skype account calls any Skype account of SkyGWO very often and the total incoming calls count from this Skype account within one minute exceeds the maximum number, this Skype account will be added into the "Limit List". After this, any incoming call from this Skype account will be blocked by the system until this limit is lifted.

If you want to remove the call limit on one specific Skype account, click ”**Limit List**” and check the Skype account you want to remove the limit. Then click “**Remove**” and the limit for this Skype account is removed.

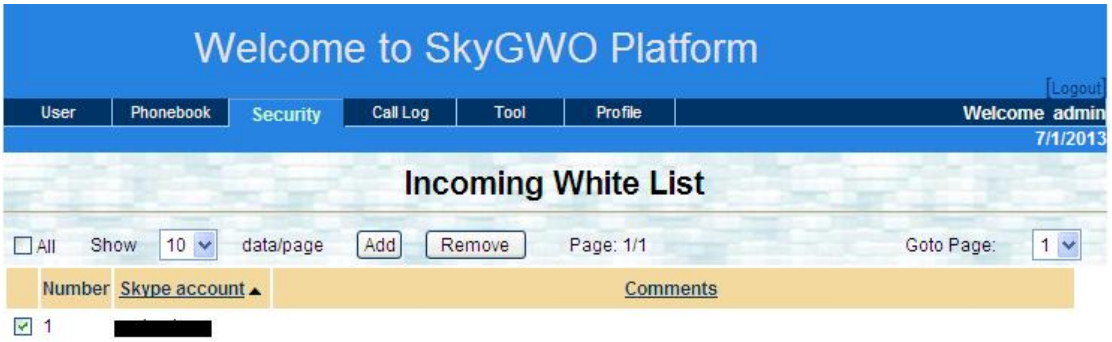
Enable/Cancel Black/White list

For SkyGWO incoming calls, you can choose “**Enable Black List**” to prevent any incoming call from the Skype accounts within the black list. Or you can choose “**Enable Incoming White list**” to only allow incoming calls from the assigned Skype accounts within the incoming white list. Either black list or outgoing white list can be chosen.

After black list is enabled, any incoming call from a Skype account within the black list will be blocked. By clicking ”**Black List**” at the bottom of the “**Security**” page, you can choose ”**Add”** to add a new Skype account. Or if you want to remove a Skype account from the black list, you can check the Skype account and click “**Remove”** as the below figure.



After incoming white list is enabled, only Skype accounts within the incoming white list are allowed to call SkyGWO. Any other Skype calls will be rejected. By clicking ”**Incoming White List**” at the bottom of the “**Security**” page, you can choose ”**Add”** to add a new Skype account. Or if you want to remove a Skype account from the incoming white list, you can check the Skype account and click “**Remove”** as the below figure.

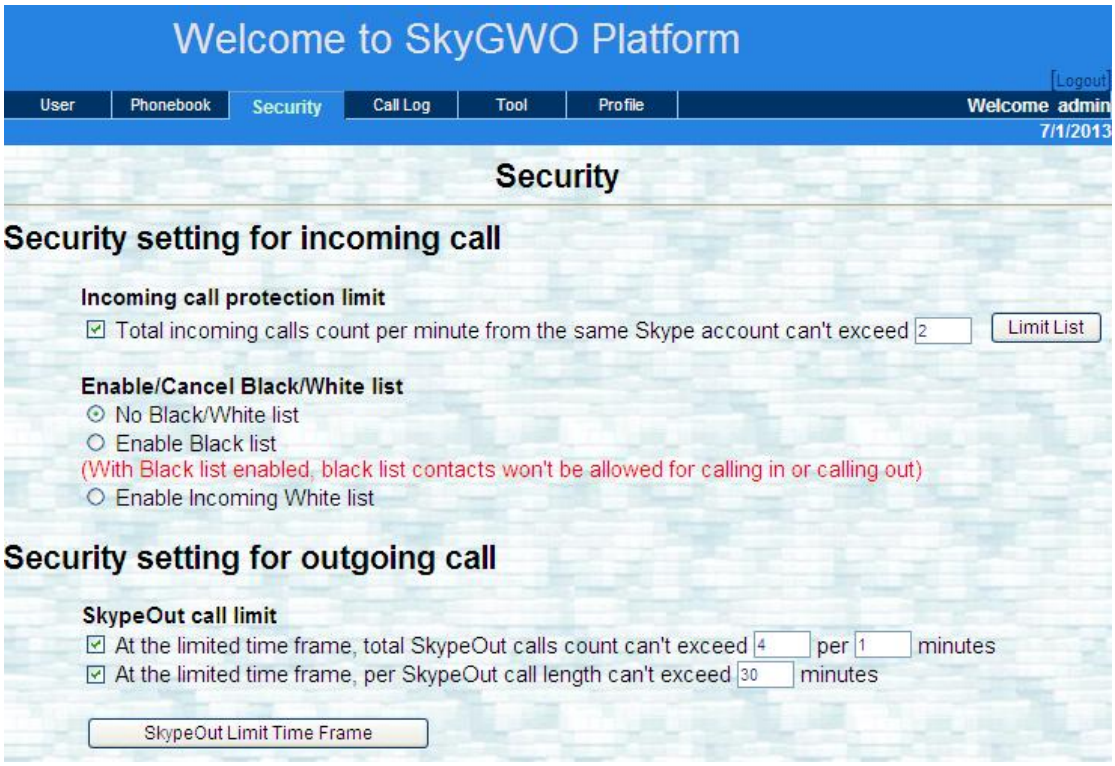


Note: Once the black list is enabled, any Skype contact in the list can't dial in SkyGWO and SkyGWO can't make calls to these contacts.

8.5.2 Security setting for outgoing call

SkypeOut limit time frame

To prevent improper usage of SkypeOut, admin can set SkypeOut call limit after office hours or anytime. There are two kinds of limit. One is to set the maximum total SkypeOut calls count within certain minutes. The other one is to set the maximum length of per SkypeOut call. Either one setting can be chosen or both can be chosen. After your decision is done, please remember to click "**Save**" button to save your setting and make it valid.

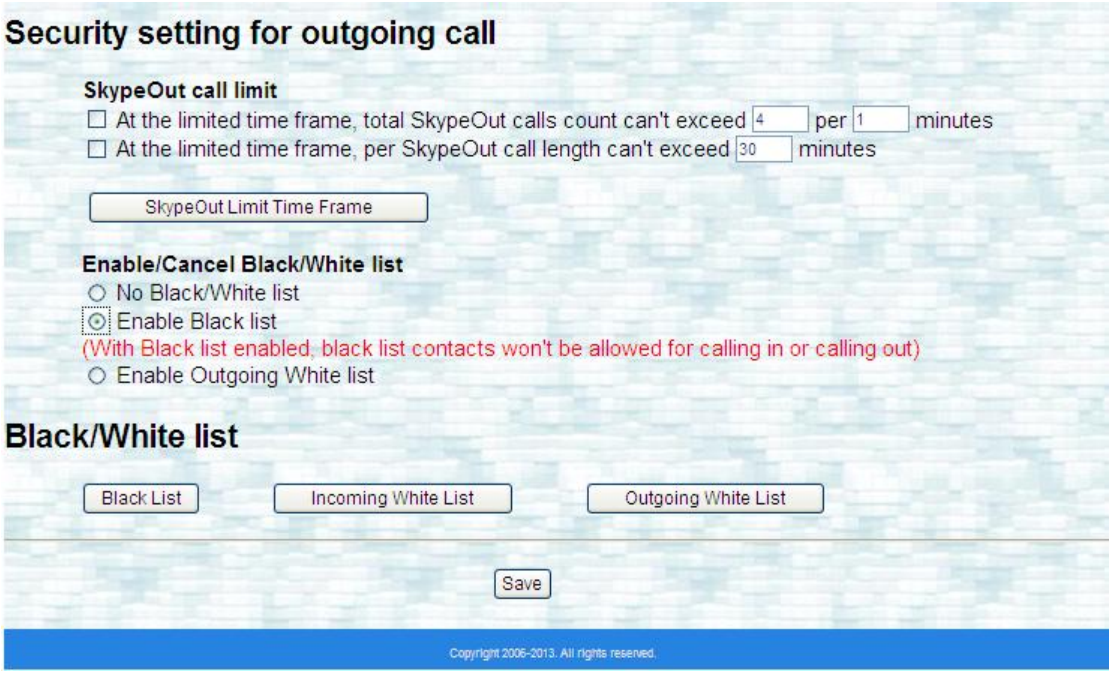

Welcome to SkyGWO Platform
[Logout]
User
Phonebook
Security
Call Log
Tool
Profile
Welcome admin
7/1/2013
Security
Security setting for incoming call
Incoming call protection limit
Total incoming calls count per minute from the same Skype account can't exceed 2
Limit List
Enable/Cancel Black/White list
No Black/White list
Enable Black list
(With Black list enabled, black list contacts won't be allowed for calling in or calling out)
Enable Incoming White list
Security setting for outgoing call
SkypeOut call limit
At the limited time frame, total SkypeOut calls count can't exceed 4 per 1 minutes
At the limited time frame, per SkypeOut call length can't exceed 30 minutes
SkypeOut Limit Time Frame

By clicking "**SkypeOut Limit Time Frame**", you can choose daily limit time frame. The input format is XXXX. For example, 2230 is for 1030PM. After your setting is complete, please remember to click "**Save**" button to save your setting and make it valid.

Welcome to SkyGWO Platform
[Logout]
User
Phonebook
Security
Call Log
Tool
Profile
Welcome admin
7/1/2013
SkypeOut Limit Time Frame
Limit 1
Limit 2
Please input format XXXX. For example: 2230 is for 1030PM
Monday From 0000 To 0900 From 1800 To 2359
Tuesday From 0000 To 0900 From 1800 To 2359
Wednesday From 0000 To 0900 From 1800 To 2359
Thursday From 0000 To 0900 From 1800 To 2359
Friday From 0000 To 0900 From 1800 To 2359
Saturday From 0000 To 2359 From To
Sunday From 0000 To 2359 From To
Save
Back

Enable/Cancel Black/White list

For SkyGWO outgoing calls, you can choose "**Enable Black List**" to prevent any outgoing call for the specific Skype accounts or SkypeOut numbers within the black list. Or you can choose "**Enable Outgoing White list**" to only allow outgoing calls for the assigned Skype accounts or SkypeOut numbers within the outgoing white list. Either black list or outgoing white list can be chosen.


Security setting for outgoing call
SkypeOut call limit
At the limited time frame, total SkypeOut calls count can't exceed 4 per 1 minutes
At the limited time frame, per SkypeOut call length can't exceed 30 minutes
SkypeOut Limit Time Frame
Enable/Cancel Black/White list
No Black/White list
Enable Black list
(With Black list enabled, black list contacts won't be allowed for calling in or calling out)
Enable Outgoing White list
Black/White list
Black List
Incoming White List
Outgoing White List
Save
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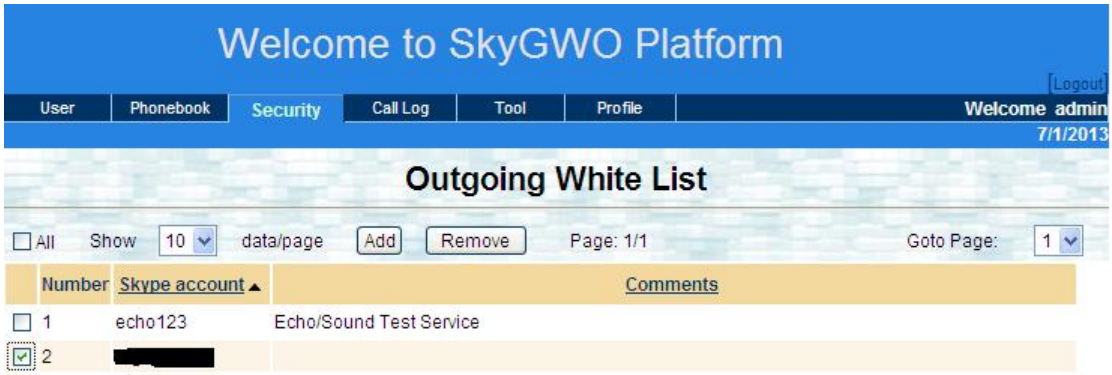
After black list is enabled, any outgoing call for a Skype account or a SkypeOut number within the black list will be blocked.

Add a new or remove an existing Skype account or SkypeOut number in black list for outgoing call is the same as add or remove Skype accounts for incoming call black list in section 8.5.1 Security setting for incoming call.
After outgoing white list is enabled, SkyGWO only allows outgoing calls for Skype accounts or SkypeOut numbers within the outgoing white list. Any other outgoing call will be blocked.
After clicking ”**Outgoing White List**” at the bottom of the “**Security**” page, you can choose ”**Add**” to add a new Skype account or SkypeOut number. Or if you want to remove a Skype account or SkypeOut number from the outgoing white list, you can check the Skype account or SkypeOut number and click “**Remove**” as the below figure. Echo123 is for free system operation check, please don’t remove it without careful considerations.



8.6 Call Log

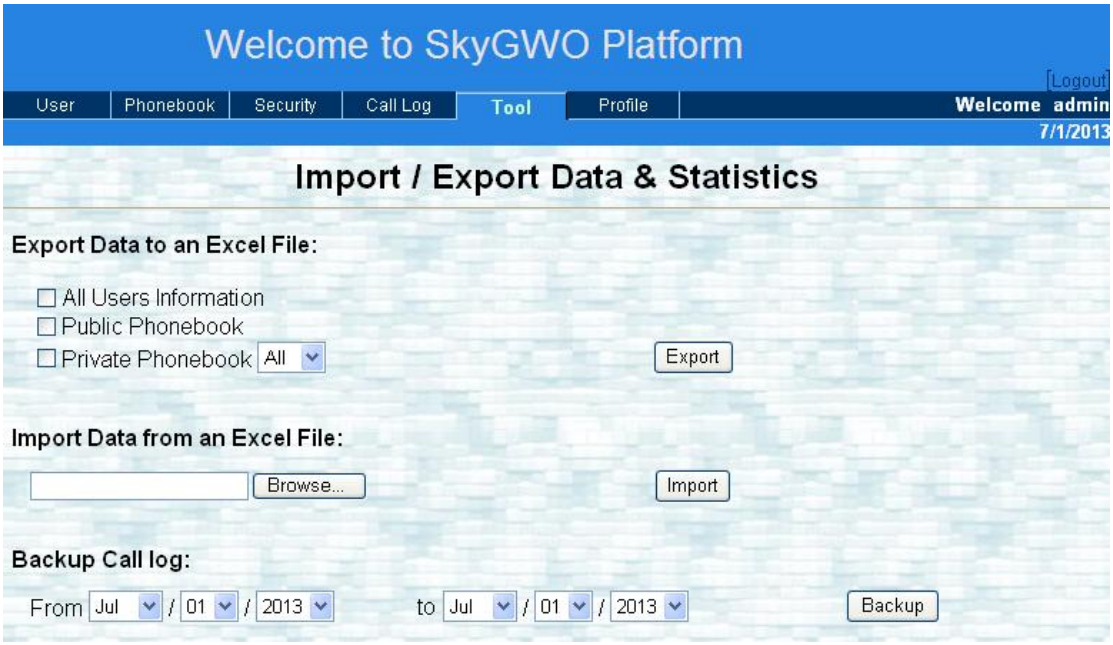
Click **Call Log** to view detailed call record list of all users.

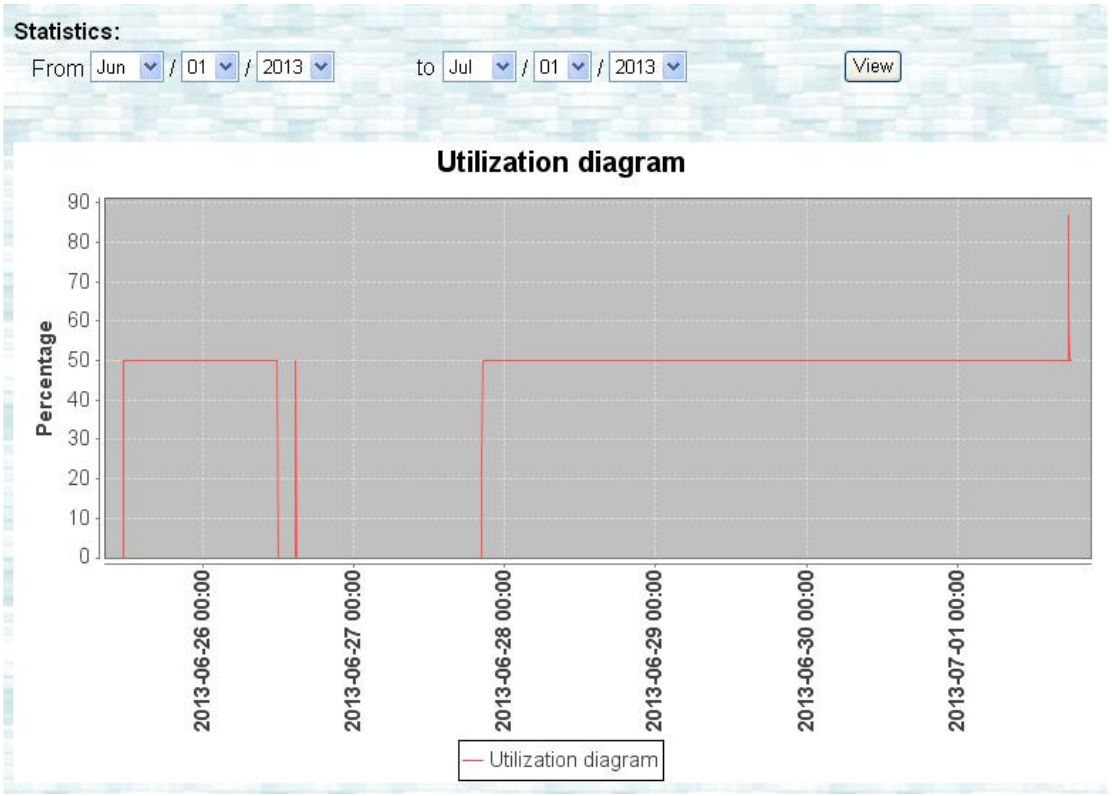
- **Retrieve**: Get a call log in the assigned period
- **Date**: dialing starting time per call
- **User ID**: It will show ”public” for calls without user ID and “user name” for calls with user ID(dialing rule 2 & 3).
- **Contact**: call out Skype account or SkypeOut number
- **Direction**: Skype incoming call or Skype/SkypeOut outgoing call

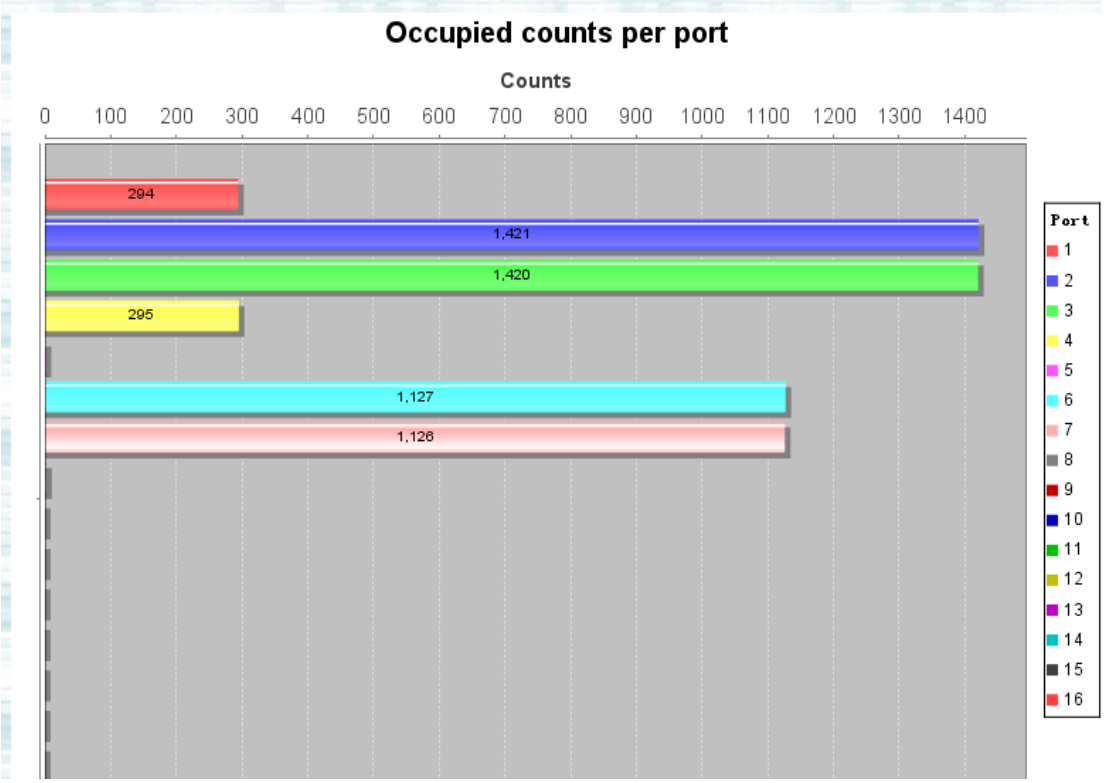
- **Dest. Rate**: call out destination country and SkypeOut rate
- **Duration**: per call period

8.7 Tool

User must log in as an administrator to export or import data and back up call logs. Click **Tool**.







Export Data to an Excel File: Only supports excel file format now. Administrator can use this function to export contacts data to an excel file for easier modification and then use Import Data from an Excel File function to upload to SkyGWO for use. Check the boxes of **All Users Information**, **Public Phonebook**, or **Private Phonebook** which administrator needs and then click **Export** button to export data to a file.

Note: Administrator can back up the public phonebook regularly to prevent data lose due to virus attack or PC crash.

Import Data from an Excel File: Only supports excel file format now. Administrator can use this function to upload All user information and Phonebook to SkyGWO. Click **Browse** button to choose a file, then click **Import** button to import the file.

Backup Call log: Select the period which administrator is interested, then click **Backup** button to back up the call logs.

Statistics: Administrator can use this function to get system utilization and occupied counts per port for certain period.

System utilization: Statistics per every 5 minutes, the percentage of the occupied port count versus available port count in the system. This information can use as a reference to see if

the system is close to its usage limit.

Occupied counts per port: Check each port every 5 minutes if it is occupied or not .Count one if the port is occupied. The purpose is to know if all ports are utilized in balance.

9. SkyGWO Web Management for non-Administrator

After administrator adds one user, this user can use his/her own account to login SkyGWO via IE. Open user's IE browser and type in http://IP:8080 (like http://192.168.33.197:8080) in the address bar of the browser. This will open the SkyGWO Welcome page. Please type user name and password to log in. If user doesn't want to type user name and password every time to login, please check the **"Remember me"** box.

9.1 User Setting Page

After login, user can access SkyGWO platform and has below options.

- **Phonebook**: Add, delete, or modify private phonebook. View public phonebook.
- **Call Log**: View personal call log.
- **Profile**: Modify user's information.
- **My Skype**: Get user's Skype contact list for private phonebook.
- **FAQ**: Frequently asked questions.
- **Logout**: User logout.

9.1.1 View & Modify User's Information

Click **Profile** and user can view and manage user's information.

User can modify password and comments data from Profile page. Click **Save** button to save after modification.

9.1.2 User Logout

Click **Logout** button at the right-top corner of screen to log out.

9.2 Private Phonebook Management

Click **Phonebook** to view private contacts list.

- **Public Contact**: User can view public contact list.
- **Private Contact**: User can add, delete or edit his/her own contact list in private phonebook.
- **Add Contact**: Add new private contacts.
- **Del Contact**: Delete private contacts.
- **Speed-Dial (#0)**: Contact's speed-dial number
- **SkypeOut1 (#1)**: Contact 's SkypeOut number 1.
- **SkypeOut2 (#2)**: Contact 's SkypeOut number 2.
- **Group**: There are six groups including Colleague, Customer, Family, Friend, Schoolmate and Others.

User can sort the list by clicking the tab of Skype Account, Nickname, Speed-Dial (#0), SkypeOut1 (#1), SkypeOut2 (#2) or Group.

9.2.1 Add Private Contacts

Click **Phonebook** and choose **Private Contact**, then click **Add Contact** button to add contacts.

User needs to fill in required information like **Skype Account**, **Speed-Dial** and **Group**. When it is done, click **Save** button to save the configuration, or click **Save& Next** button to save the current entry and continue to add a new private

contact.

1. Maximum 32 characters for a Skype account.
2. Maximum 20 characters for Nickname, Speed Dial, SkypeOut 1, SkypeOut 2.
3. Delay time for each ”＊”key: User can add “＊” keys after a company’s phone number. After dialing to this company, the extension number(digits after “＊”keys) will be dialed after the delay time “＊” keys stands for. There are options 1~9 seconds for each ”＊” and the default is 2 seconds.
4. Maximum 50 characters for E-mail address.
5. Group: There are 6 groups including Colleague, Customer, Family, Friend, Schoolmate and Others. With appropriate group setting, user can find specific contact through Group searching.

9.2.2 View & Modify Private Contacts

Click **Phonebook** and then click **Private Contact** to view private phonebook.

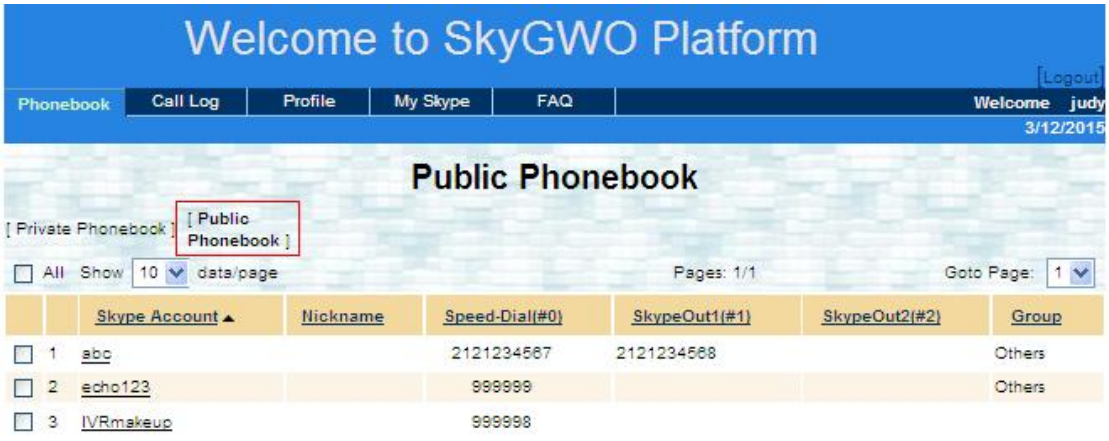
If user wants to modify contact's information, click contact's Skype account. Any information can be modified except the Skype account. When the modification is completed, click **Save** button to save the changes.

9.2.3 Delete Private Contacts

Click **Phonebook** and then click **Private Contact** to view private contacts list. Check all contact's box which user wants to delete and click **Del Contact** button to delete.

9.2.4 View Public Contacts

Click **Phonebook** and then click **Public Contact** to view public contacts list. Only administrator can modify public contacts information.



9.3 View User's Call Log

Click **Call Log** to view personal call log.

- **Retrieve**: Get a call log in the assigned period
- **Date**: dialing starting time per call

- **User ID**: “user name” of the callee
- **Contact**: call out Skype account or SkypeOut number
- **Direction**: Skype incoming call or Skype/SkypeOut outgoing call
- **Dest. Rate**: call out destination country and SkypeOut rate
- **Duration**: per call period

9.4 My Skype

This tool only supports Microsoft IE now.

Click **My Skype page.** Through the tools on the Skype Friends List page, local PC’s Skype contacts can be transferred to phonebook. **Admin or users can use ContactTool to upload Skype contacts to public phonebook.**

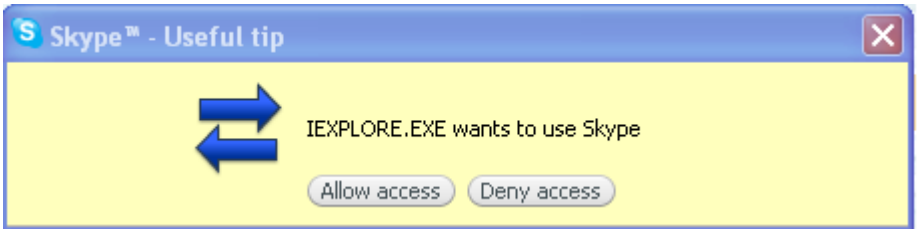
If admin wants to use “Connect Skype” tool in the Skype Friend List as below figure as a general user login from the Skype server PC, he needs to access SkyGWO web through the “Welcome to SkyGWO platform” in General page from choosing Option of SkyGWO system tray at right-bottom corner of Windows desktop. It won’t work for the”: Connect Skype” tool if admin manually opens IE with SkyGWO server IP. There is no such problem if admin logins from another PC instead of login from Skype server PC.

9.4.1 How to get Skype contacts

Click **My Skype** and there will come out below warning message. This webpage wants to run the following add-on ‘Skype for COM API’ from Skype Technologies SA’. Please allow it and then follow below steps to get Skype contacts from the local running Skype clients.

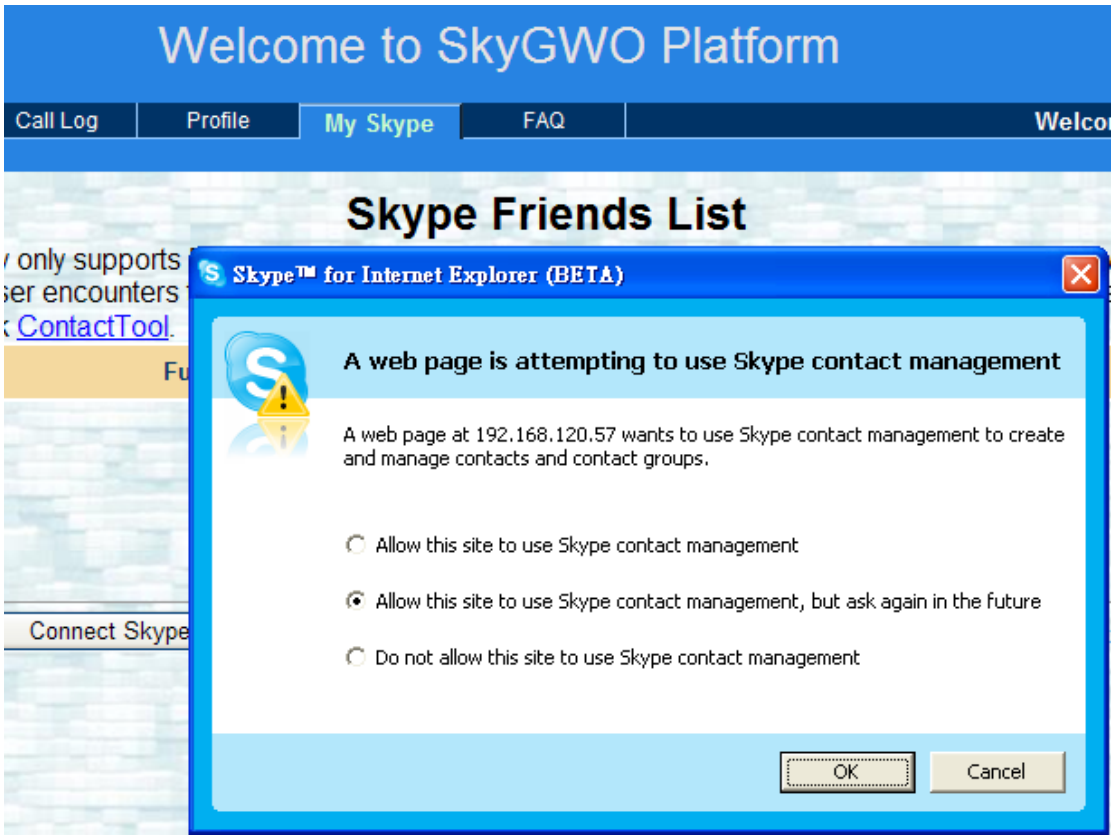
Using Connect Skype button

Step 1: Click **Connect Skype** button. Skype might pops out IEXPLORE.EXE wants to use Skype. Please allow it. If clicking Connect Skype doesn’t work, please try click “ **ContactTool**” and refer to **Using ContactTool** section.



Step 2: Click **Connect Skype** button again. There might pop out below window. Select **“Allow this site to use Skype contact management”** or **“Allow this site to use Skype contact management, but ask again in the future”** and then click **OK** button.

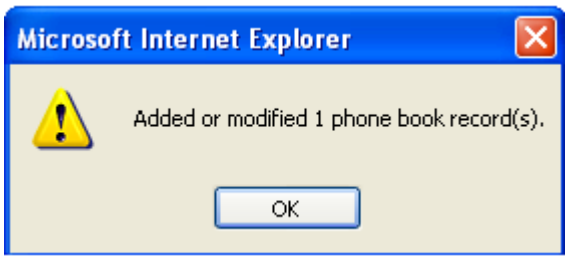
If users want to upload Skype contacts on the Skype gateway server with multiple Skype sessions running, only allow one iexplore.exe to access one Skype at one time and take following steps to upload Skype contacts into private phonebook. Then allow next Skype to allow iexplore.exe access. Don’t allow iexplore.exe to access multiple Skype sessions at the same time! If there is any Skype not receiving “iexplore.exe wants to access” inform, please go back to step 1 to click “Connect Skype” button.


Welcome to SkyGWO Platform
Call Log
Profile
My Skype
FAQ
Skype Friends List
Skype™ for Internet Explorer (BETA)
A web page is attempting to use Skype contact management
A web page at 192.168.120.57 wants to use Skype contact management to create and manage contacts and contact groups.
Allow this site to use Skype contact management
Allow this site to use Skype contact management, but ask again in the future
Do not allow this site to use Skype contact management
OK
Cancel
Connect Skype

Step 3: Local Skype contacts are uploaded to Skype Friends list page. User can click **Assign** to edit speed dial for each contact. Speed dial number can be up to 20 digits.

Step 4: After finishing adding contacts speed dial number, please click **Transfer to Phone Book** button to transfer contacts to phonebook.

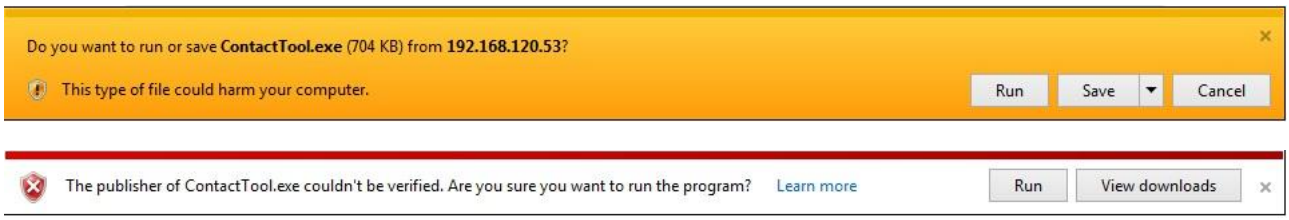
Step 5: Next window shows how many Skype contacts will be saved in phonebook. Click **OK** to save. After finishing transfer contacts, the screen will show the transferred contacts and user can do more modification.



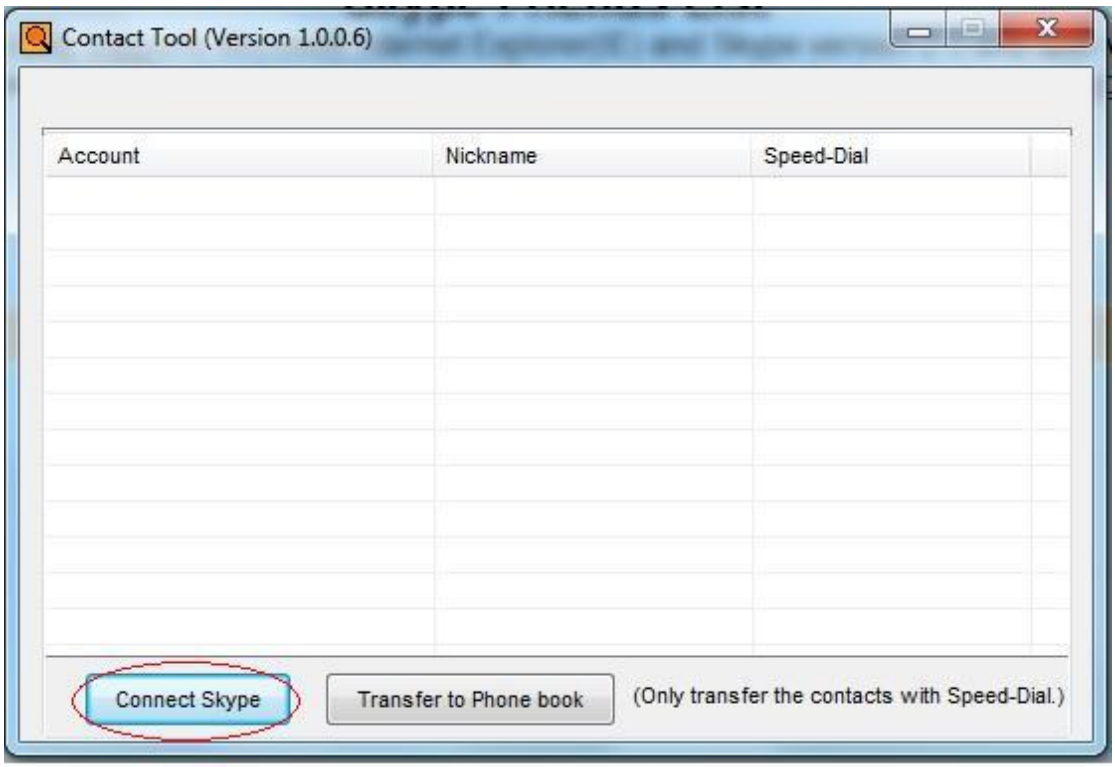
Using ContactTool

Step 1: Please click **ContactTool**.

Step 2: There pop out two ContactTool.exe warning messages for download and execute. Please allow to run.

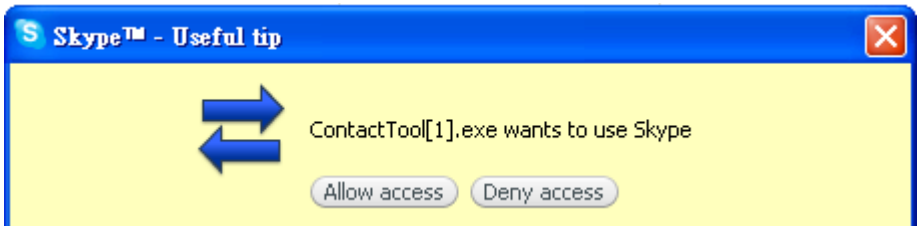

Do you want to run or save ContactTool.exe (704 KB) from 192.168.120.53?
This type of file could harm your computer.
Run
Save
Cancel
The publisher of ContactTool.exe couldn't be verified. Are you sure you want to run the program?
Learn more
Run
View downloads

Step 3: There comes out Contact Tool table. Please click **Connect Skype**.



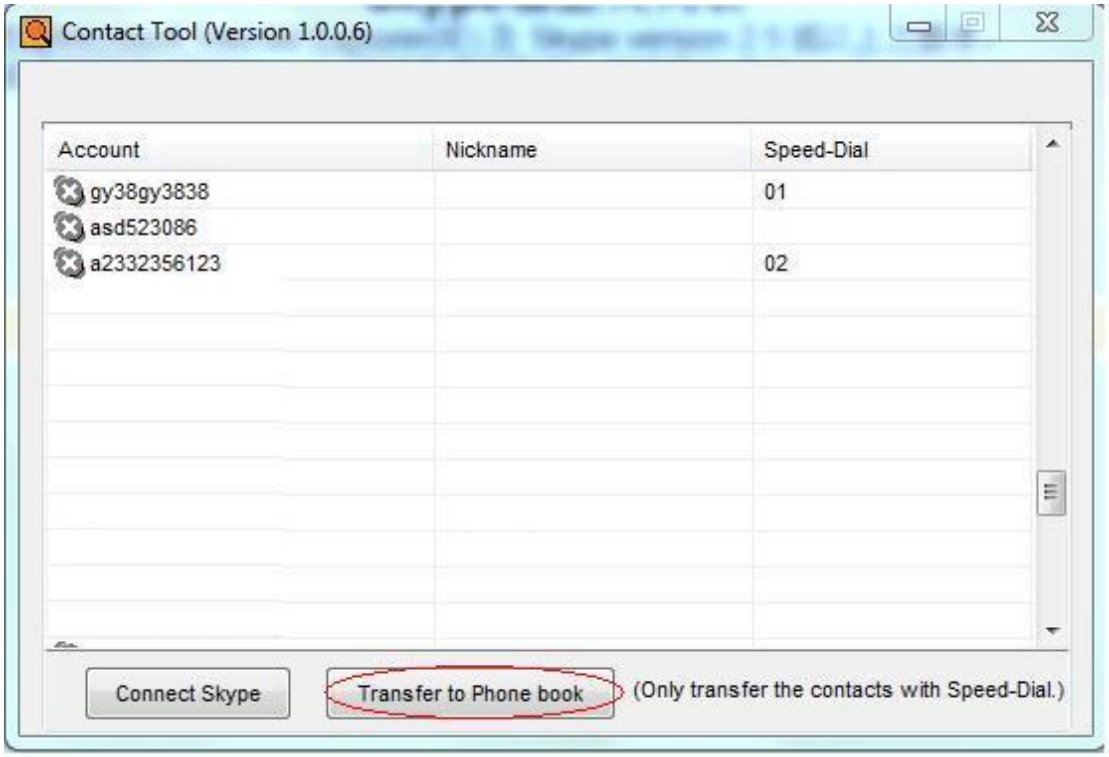
Step 4: Skype pops out one window to warn ConactTool.exe (General_ContactTool or Admin_ContactTool) wants to use Skype. Please allow it.

If user wants to upload Skype contacts on the Skype gateway server with multiple Skype clients running, ConactTool.exe is only allowed to access one Skype at one time and take following steps to upload Skype contacts into phonebook. Then allow next Skype to allow ConactTool.exe access. Don't allow ConactTool.exe to access multiple Skype clients at the same time! If there is any Skype not receiving "ConactTool.exe wants to access" inform, please go back to step 3 to click "Connect Skype" button.

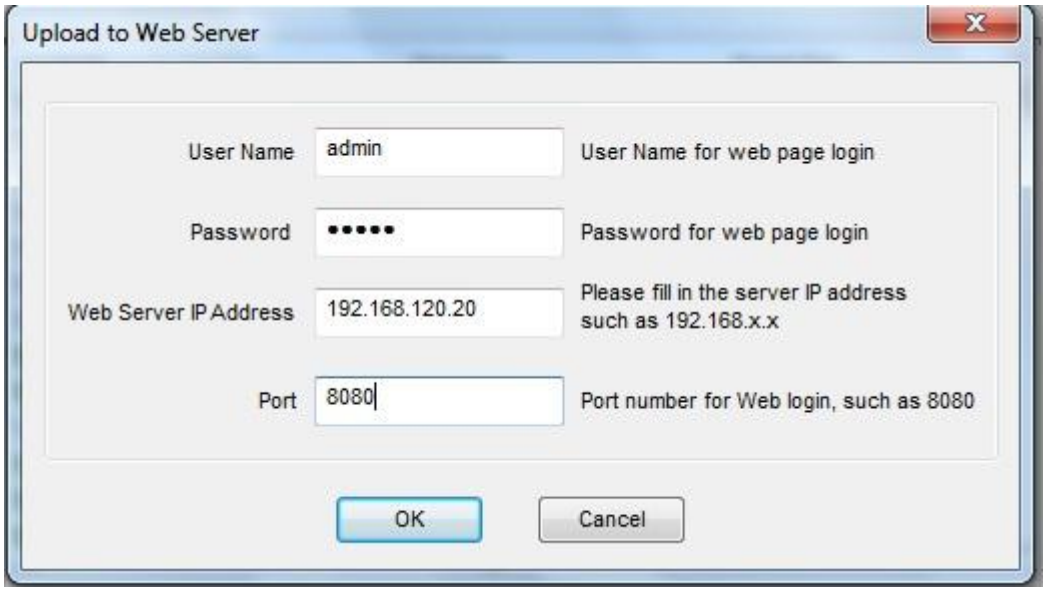


Step 5: User can add speed dial number for the contacts you want to add. Once it is done, please click" Transfer to phonebook". Only contacts

with speed dial will be transferred to phonebook.



Step 6: There comes out the Upload Web Server window. Please fill in User Name, Password, Web Server IP address (Web login IP address) and Port number, then click OK. **Admin can also fill in admin's User Name and Password to upload Skype contacts to public phonebook.**



Step 7: There pops out "Open file security warning window" for

ContactTransfer.exe. Please click Run.

Open File - Security Warning
We can't verify who created this file. Are you sure you want to run this file?
Name: ...Files\Content.IE5\1MYJCCLN\ContactTransfer.exe
Type: Application
From: C:\Users\Henry-RTM\AppData\Local\Microsoft\...
Run
Cancel
This file is in a location outside your local network. Files from locations you don't recognize can harm your PC. Only run this file if you trust the location. What's the risk?

Step 8: Contacts with speed dial has been uploaded to phonebook. Please go to Phonebook page to check.

9.5 FAQ

Click **FAQ** to view frequently asked questions.

Welcome to SkyGWO Platform
Phonebook
Call Log
Profile
My Skype
FAQ
Welcome henry
4/22/2015
FAQ
Q1: How can I call Skype contacts in public phonebook or my private phonebook?
A: It is the same method to call Skype contacts in public or private phonebook and the dialing method depends on which dialing rules is chosen in "Dialing rule and limit" of SkyGWO system tray icon.
Company's PBX extension lines which are connected with SkyGWO had better have the group hunting function. For example: SkyGWO 4 FXO ports are connected to PBX extensions 100~103 and the extension number 100~103 are grouped. When employee dials extension 100 and extension 100 is busy, the call will be forwarded to the free extension between extension 101 to 103. So employee can always dial one extension number (for example 100) to get a free line for Skype calls. Below are dialing procedure based on above example.
Step 1: Check with MIS about system's dialing rule setting
Step 2: Make sure public or private phonebook for contacts is set
Step 3: Press"100" key from office desktop phone to hunt a free Skype line and then hear an IVR.
Step 4: Follow the IVR instruction to press verified code for a Skype call(It depends on which dialing rule is chosen.) Account ID+＊+ Password and get another IVR if verified code is correct. Then press contact's speed dial number or SkypeOut number for a Skype call. It is also allowed to press Account ID+＊+Password+ ＊+ contact's speed dial number or SkypeOut number at one time. "#" key can be added after speed dial number or SkypeOut number to accelerate calling out.

Q1: How can I call Skype contacts in public phonebook or my private phonebook?

A: It is the same method to call Skype contacts in public or private phonebook and the dialing method depends on which dialing rules is chosen in **"Dialing rule and limit"** of SkyGWO system tray icon.

Company's PBX extension lines which are connected with SkyGWO had better have the group hunting function. For example: SkyGWO 4 FXO ports are connected to PBX extensions 100~103 and the extension number 100~103 are grouped. When employee dials extension 100 and extension 100 is busy, the call will be forwarded to the free extension between extension 101 to 103. So employee can always dial one extension number (for example 100) to get a free line for Skype calls. Below are dialing procedure based on above example.

Step 1: Check with MIS about system's dialing rule setting

Step 2: Make sure public or private phonebook for contacts is set

Step 3: Press"100" key from office desktop phone to hunt a free Skype line and then hear an IVR.

Step 4: Follow the IVR instruction to press verified code for a Skype call(It depends on which dialing rule is chosen.) Account ID+＊+ Password and get another IVR if verified code is correct. Then press contact's speed dial number or SkypeOut number for a Skype call. It is also allowed to press Account ID+＊+ Password+ ＊+ contact's speed dial number or SkypeOut number at one time. "#" key can be added after speed dial number or SkypeOut number to accelerate calling out.

10. How to make Skype calls

10.1 Make a Skype call

It is the same way to make a Skype call in public or private phonebook and the dialing method depends on which dialing rules is chosen in "**Dialing rule and limit**" of SkyGWO system tray icon.

Company's PBX extension lines which are connected with SkyGWO had better have a hunt group function. For example: SkyGWO 4 FXO ports are connected to PBX extensions 100~103 and extension number 100~103 are hunt grouped. When employee dials extension 100 and extension 100 is busy, the call will be forwarded to free extension 101~103. So employee can always dials one extension number(for example 100) to get a free line for a Skype call. Below are dialing procedures based on above example.

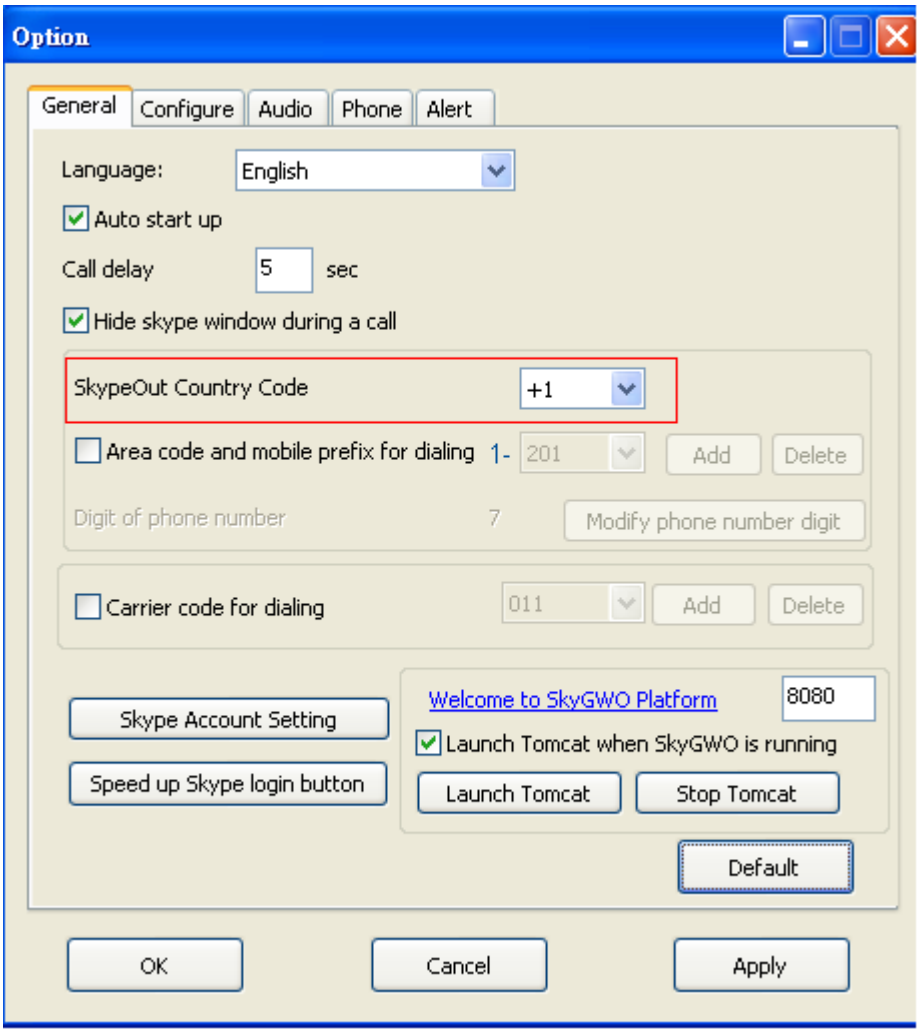
Step 1: Press "100" key from office desktop phone to hunt a free Skype line and employee will hear an IVR.

Step 2: Follow the IVR instruction to press verified code(It depends on which dialing rule is chosen.) Account+＊+ ID and then wait for another IVR to press contact's speed dial number or SkypeOut number for a Skype call. It is also allowed to press Account+ ＊+ ID+ ＊+ contact's speed dial number or SkypeOut number at one time. "#" key can be added after speed dial number or SkypeOut number to accelerate calling out.

Note:

1. If SkyGWO is connected to landline instead of PBX, then step 1 needs to be modified as calling the landline number. It is good to have these landlines have hunt group function. And then follow step 2.
2. Calling SkypeOut number is depending on SkyGWO setting as below picture. When SkypeOut country code is set, then user just needs to dial area code + phone number. For international calls, user needs to dial 00+ country code+ area code + phone number.
3. There is one free Skype testing account Echo 123, user can dial 999999 speed dial to call echo 123 to verify if SkyGWO system is working fine or not.
4. Another default Skype speed dial number is 999998. It will invoke one IVR to guide user to make recording like company welcome IVR. When the call is in progress, there will be one GUI pop out to guide

user to stop recording, play back and save recording file.



10.2 Cheese Button

SkyGWO provides Cheese Button function. User can edit phonebook to add Skype contacts, SkypeOut numbers for each contact, then start to enjoy the convenience of Cheese Button function.

Through Cheese Button function, user can quickly switch to a SkypeOut call by pressing #? key through phone keypad if the Skype call has a bad communication quality or the contact is unavailable.

User can’t hang up the current Skype call if user wants to use Cheese Button function. After pressing keys " # “+ (1 or 2)", user can talk to the contact through SkypeOut. The beauty of this function is that user can continue the conversation without the efforts of looking for phone book and then making a new call. User can use the same way to swap back to free Skype call by pressing “#0”

How does Cheese Button work?

- Press **”#1”**: Make a SkypeOut call by SkypeOut1 number.
- Press **”#2”**: Make a SkypeOut call by SkypeOut2 number.
- Press **”#0”**: Call contact’s Skype account.

【Note】

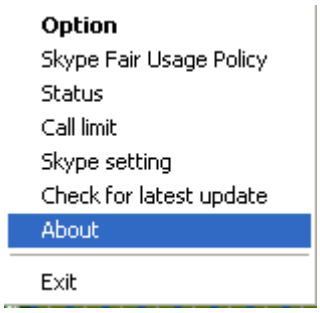
1. If user does not set the Cheese Button contact table, pressing”#”+ 0, 1 or 2 will not have any effect.
2. When user wants to use Cheese Button function, user needs to press key "0, 1 or 2" after "#" key within 3 seconds. Otherwise the call will be hung up.

11. FAQs

After SkyGWO is running, administrator can pick up desktop phone to dial system's default speed dial number "999999" + # key for free Skype testing account Echo123 to check whether SkyGWO is ready to use or not.

Q1: How can I get SkyGWO software version information?

A: Please click SkyGWO system tray and choose About as following to get SkyGWO software version information.



Q2: How can I call Skype contacts in public phonebook or my private phonebook?

A: It is the same method to call Skype contacts in public or private phonebook and the dialing method depends on which dialing rules is chosen in **"Dialing rule and limit"** of SkyGWO system tray icon.

Company's PBX extension lines which are connected with SkyGWO had better have the group hunting function. For example: SkyGWO 4 FXO ports are connected to PBX extensions 100~103 and the extension number 100~103 are grouped. When employee dials extension 100 and extension 100 is busy, the call will be forwarded to the free extension between extension 101 to 103. So employee can always dial one extension number (for example 100) to get a free line for a Skype call. Below are dialing procedure based on above example.

Step 1: Press"100" key from office desktop phone to hunt a free Skype line and then hear an IVR.

Step 2: Follow the IVR instruction to press verified code for Skype calls(It depends on which dialing rule is chosen.) Account ID+＊+ Password and get another IVR if verified code is correct. Then press contact's speed dial number or SkypeOut number for a Skype call. It is also allowed to press Account ID+ ＊+ Password+ ＊+ contact's speed dial number or SkypeOut number at one time.

"#" key can be added after speed dial number or SkypeOut number to accelerate calling out.

Q3：What is the function of the Tomcat DOS program which is launched after running SkyGWO software?

A: The Tomcat DOS program is used for Web server management.

Q4：Why doesn't SkyGWO launch second Skype account after running SkyGWO program?

A: 1. Please make sure your SkyGWO server PC is installed legal Microsoft Windows software.

2. Please start secondary logon service in SkyGWO server PC as following steps:

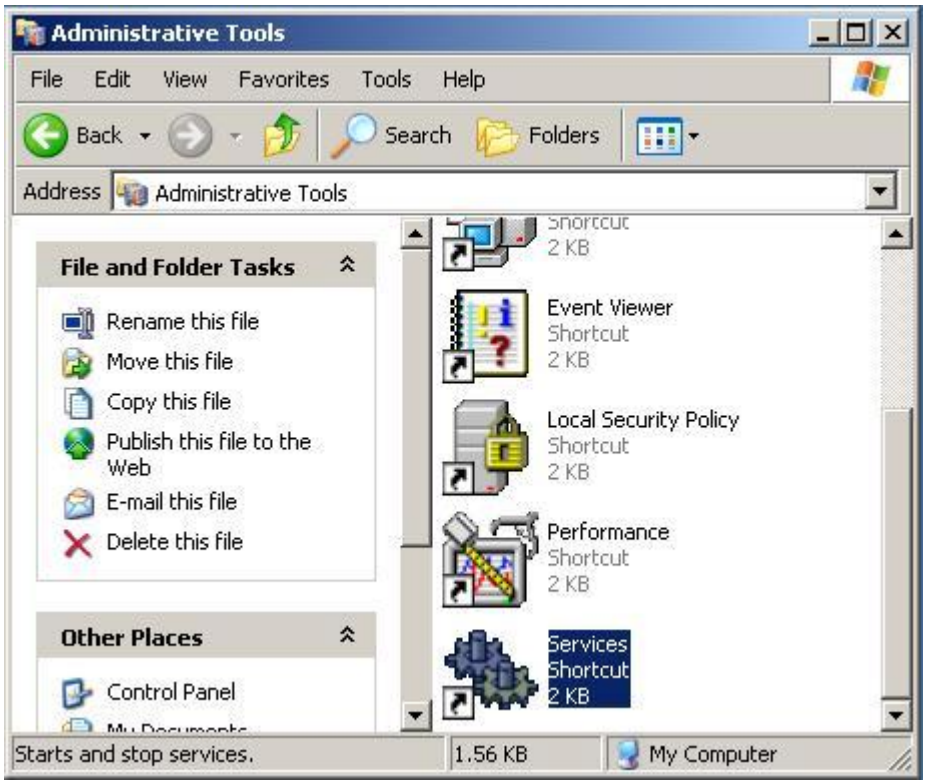
Step 1. Select **"Control Panel"** from Windows start menu.

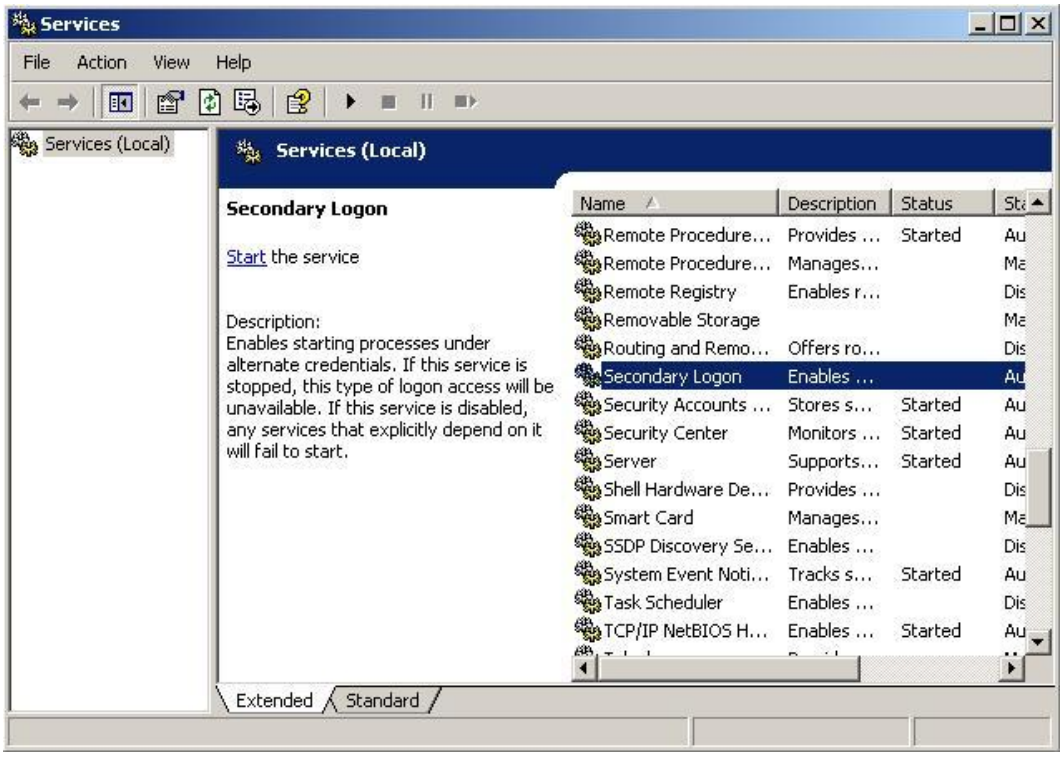
Step 2. Select **"Administrative Tools"**.

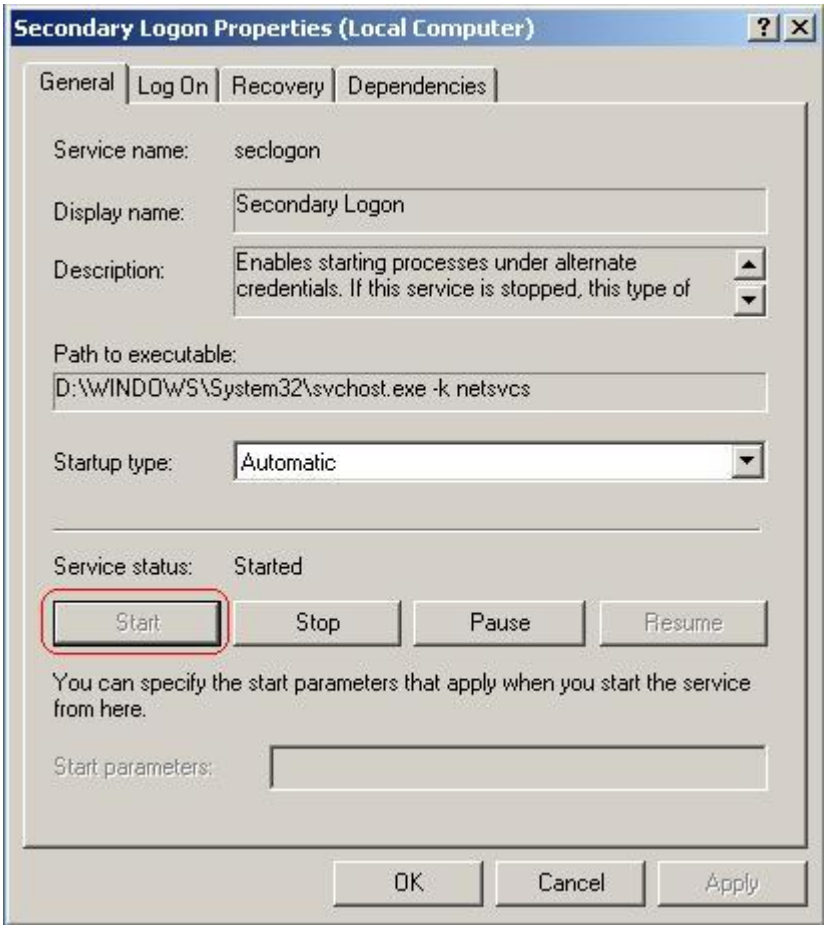
Step 3. Select **"Services"**.

Step 4. Double-click **"Secondary Logon"** for secondary logon properties window and click Start, then OK buttons to enable the service.

Control Panel
File Edit View Favorites Tools Help
Back Search Folders
Address Control Panel
Control Panel
Switch to Category View
See Also
Windows Update
Help and Support
Accessibility Options
Add Hardware
Add or Remov...
Administrative Tools
Automatic Updates
Date and Time
Display
Folder Options
Fonts
Configure administrative settings for your comp


Administrative Tools
File Edit View Favorites Tools Help
Back Search Folders
Address Administrative Tools
File and Folder Tasks
Rename this file
Move this file
Copy this file
Publish this file to the Web
E-mail this file
Delete this file
Other Places
Control Panel
Shortcut
2 KB
Event Viewer
Shortcut
2 KB
Local Security Policy
Shortcut
2 KB
Performance
Shortcut
2 KB
Services
Shortcut
2 KB
Starts and stop services.
1.56 KB
My Computer


Services
File Action View Help
Services (Local)
Services (Local)
Secondary Logon
Start the service
Description:
Enables starting processes under alternate credentials. If this service is stopped, this type of logon access will be unavailable. If this service is disabled, any services that explicitly depend on it will fail to start.
Name
Description
Status
Remote Procedure... Provides ... Started
Remote Procedure... Manages...
Remote Registry Enables r...
Removable Storage
Routing and Remo... Offers ro...
Secondary Logon Enables ...
Security Accounts ... Stores s... Started
Security Center Monitors ... Started
Server Supports... Started
Shell Hardware De... Provides ...
Smart Card Manages...
SSDP Discovery Se... Enables ...
System Event Noti... Tracks s... Started
Task Scheduler Enables ...
TCP/IP NetBIOS H... Enables ... Started
Extended
Standard


Secondary Logon Properties (Local Computer)
General
Log On
Recovery
Dependencies
Service name: seclogon
Display name: Secondary Logon
Description: Enables starting processes under alternate credentials. If this service is stopped, this type of
Path to executable:
D:\WINDOWS\System32\svchost.exe -k netsvcs
Startup type: Automatic
Service status: Started
Start
Stop
Pause
Resume
You can specify the start parameters that apply when you start the service from here.
Start parameters:
OK
Cancel
Apply

Q5: Why I still can't use SkyGWO after the hardware and software are successfully installed?

A: SkyGWO AP is launched and everything seems OK, but administrator can't use SkyGWO for Skype calls. For this case, administrator can configure Skype access control in **Privacy Option** as following steps.

Step 1. Select **Tools** from Skype main window.

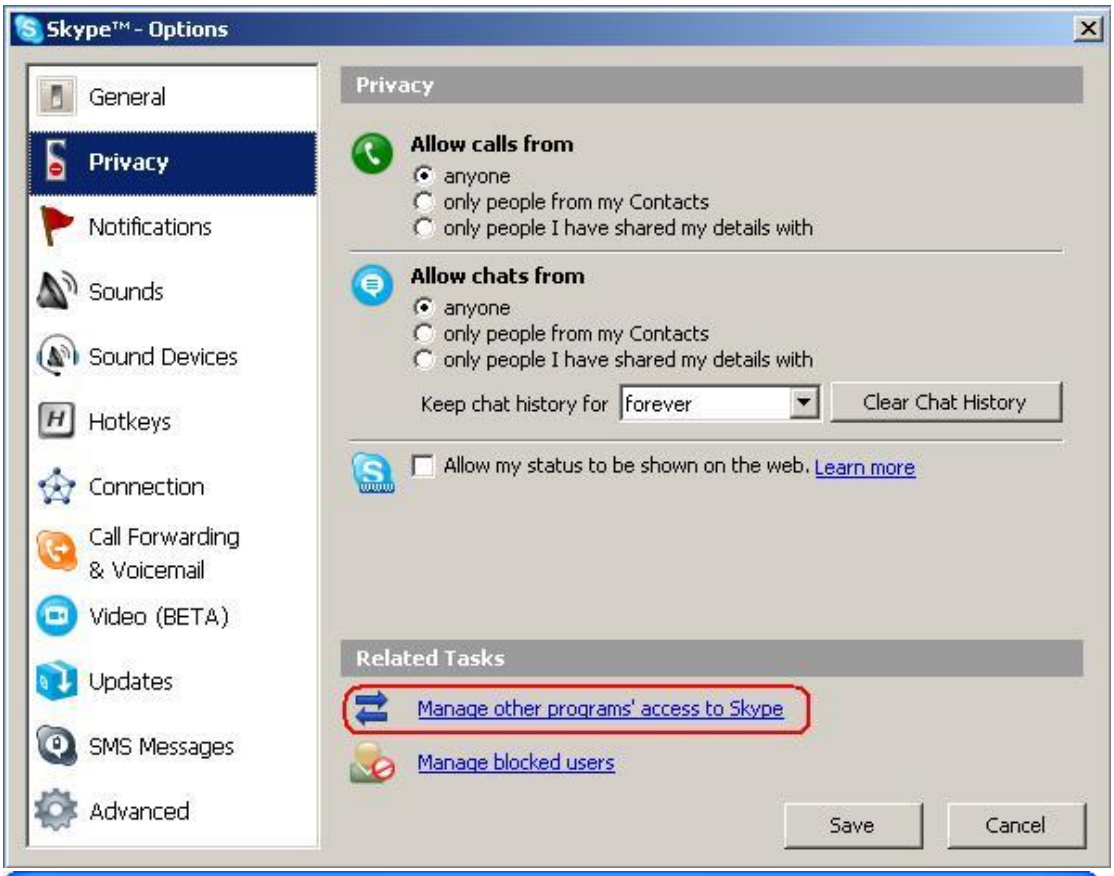
Step 2. Select **Options**.

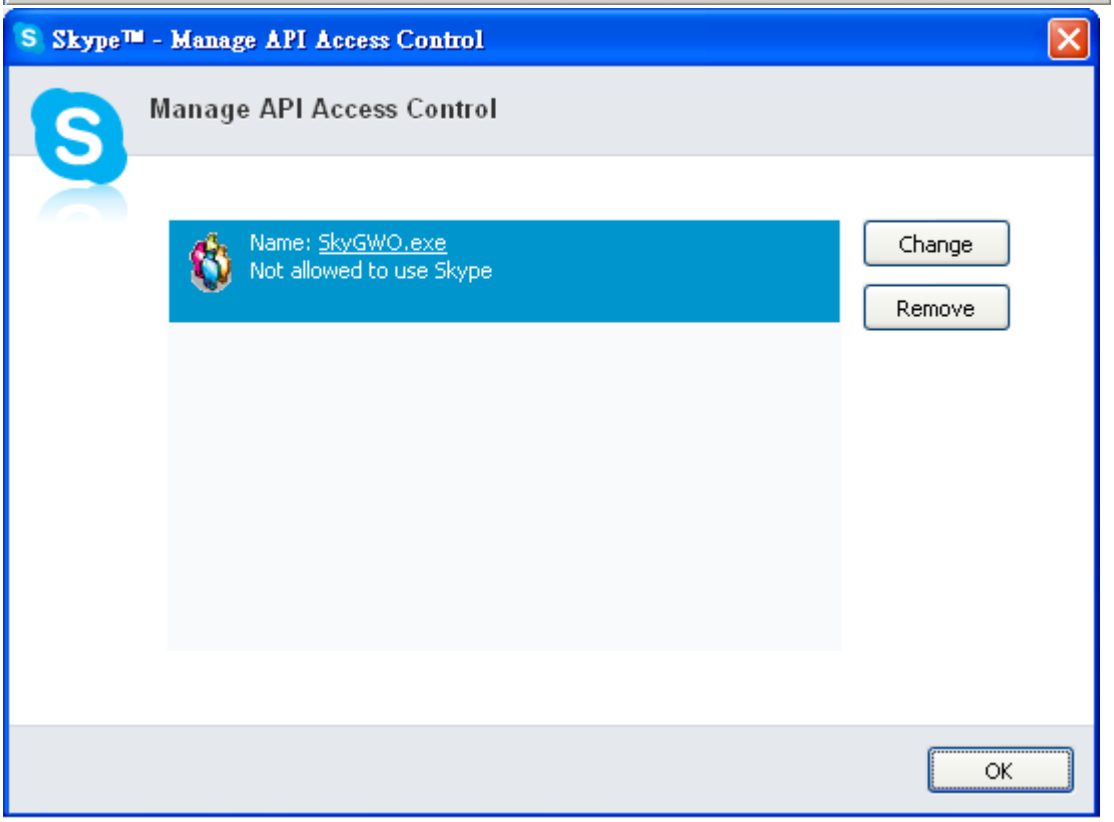
Step 3. Select **Privacy**.

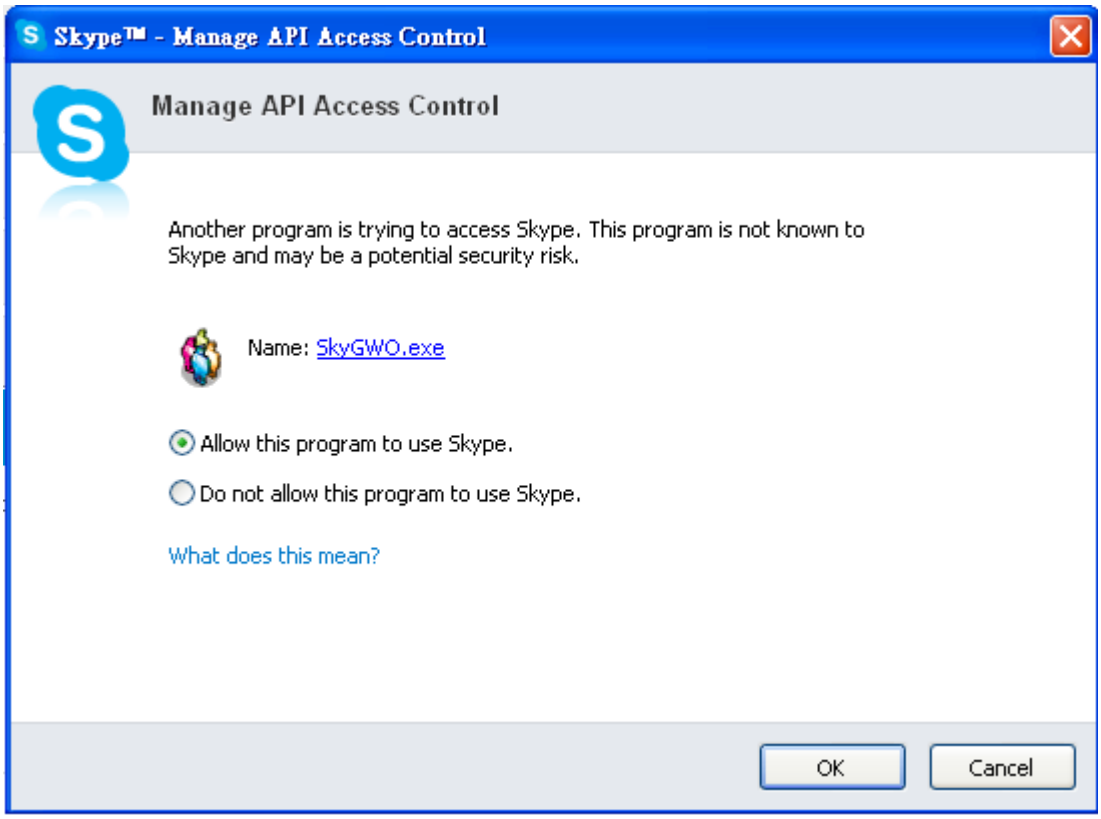
Step 4. Select **Manage other program's access to Skype**.

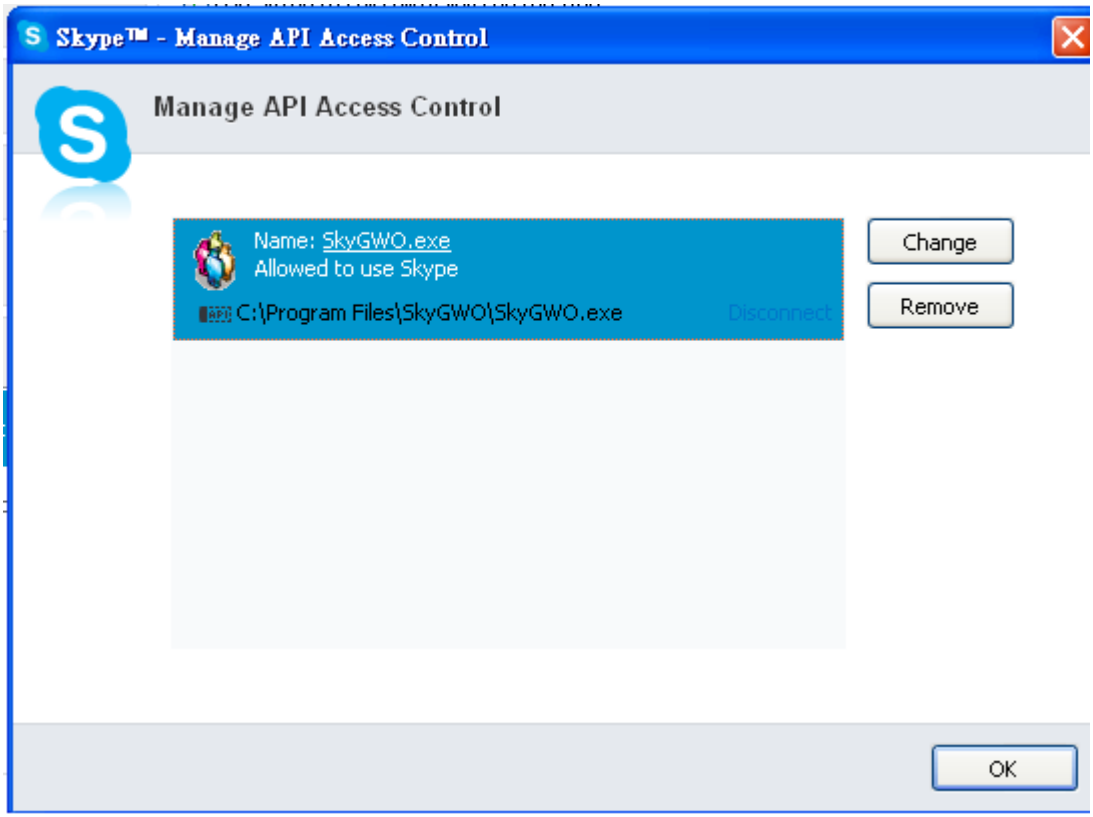
Step 5. A "**Manage API Access Control"** window will pop out.

Step 6. Select **"SkyGWO.EXE" (SkyAgent.EXE for sub Skype accounts)** tab, then select **Change** or **Remove** to allow SkyGWO or SkyAgent to access Skype. After setting is changed, SkyGWO or SkyAgent will work when SkyGWO software is restarted. Administer can select**" Allow this program to use Skype"** in order to prevent the warning information popping out every time.


Skype™ - Options
General
Privacy
Notifications
Sounds
Sound Devices
Hotkeys
Connection
Call Forwarding & Voicemail
Video (BETA)
Updates
SMS Messages
Advanced
Privacy
Allow calls from
anyone
only people from my Contacts
only people I have shared my details with
Allow chats from
anyone
only people from my Contacts
only people I have shared my details with
Keep chat history for
forever
Clear Chat History
Allow my status to be shown on the web. Learn more
Related Tasks
Manage other programs' access to Skype
Manage blocked users
Save
Cancel


Skype™ - Manage API Access Control
Manage API Access Control
Name: SkyGWO.exe
Not allowed to use Skype
Change
Remove
OK


Skype™ - Manage API Access Control
Manage API Access Control
Another program is trying to access Skype. This program is not known to Skype and may be a potential security risk.
Name: SkyGWO.exe
Allow this program to use Skype.
Do not allow this program to use Skype.
What does this mean?
OK
Cancel



Q6: Why there is no audio out after finishing SkyGWO hardware and software setup?

A: After SkyGWO hardware is connected to a server PC successfully,

SkyGWO is recognized as four USB audio devices(FXOAudio00、FXOAudio01、FXOAudio02 and FXOAudio03) in the server PC. When SkyGWO software is launched, each USB audio device should correspond with each Skype account's sound device. For example, FXOAudio00 corresponds to Skype account voip-1111. Administrator can follow these steps to check.

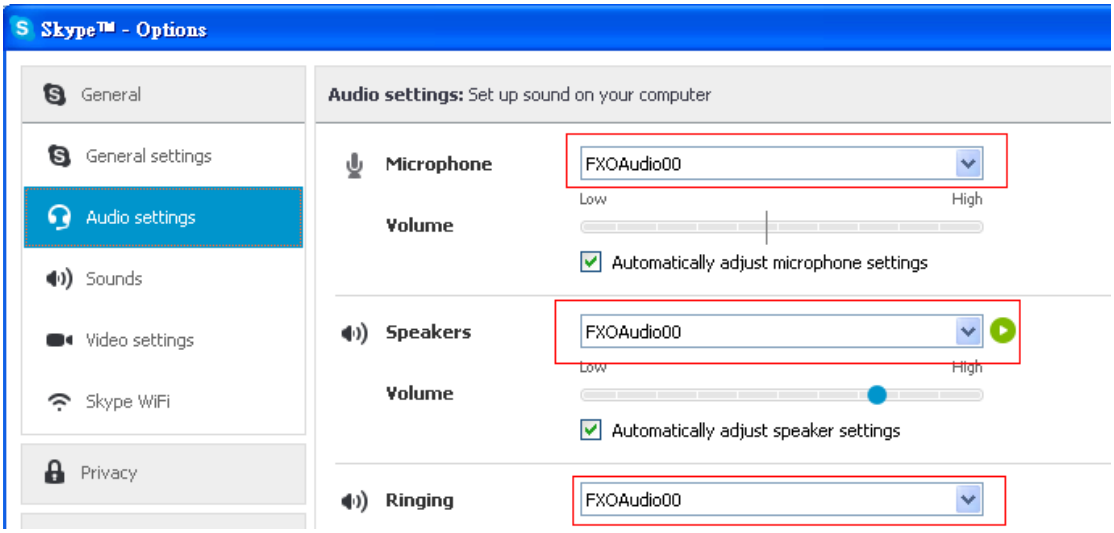
Step 1: Select **Tools** from Skype main window.

Step 2: Select **Options**.

Step 3: Select **Sound Devices**.

Step 4: Check the column of **"Audio In"** and **"Audio out"** and make sure FXOAudio00 is chosen.

Step 5: Check if other sub Skype accounts have correct audio devices FXOAudio01~ FXOAudio03

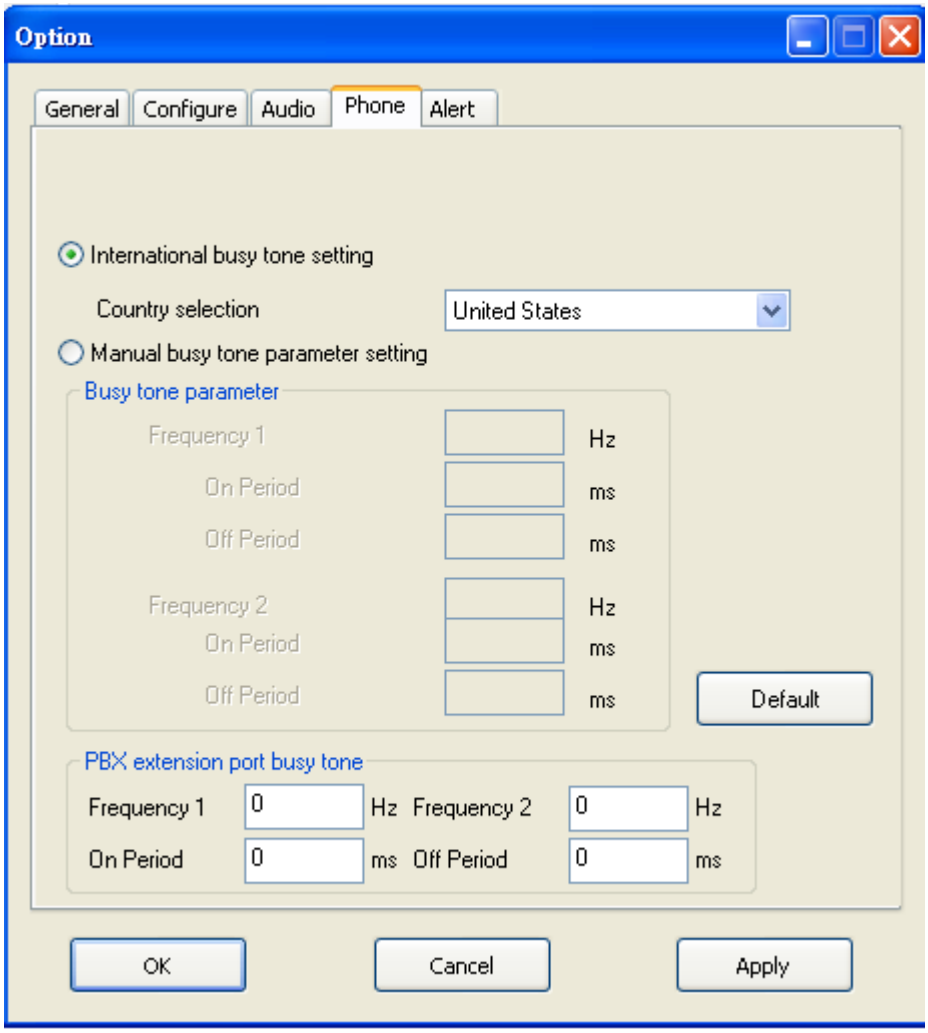


Q7: Why employees still can't make Skype calls from desktop phones although SkyGWO seems to be running normally?

A: Suggest to connect SkyGWO one port with landline. Then call the landline number and call free Skype Echo 123 by dialing speed dial 999999+ # to clarify if the problem is related with PBX or not.

Q8: Why the Skype PBX port is not released after the incoming call party hangs up the call?

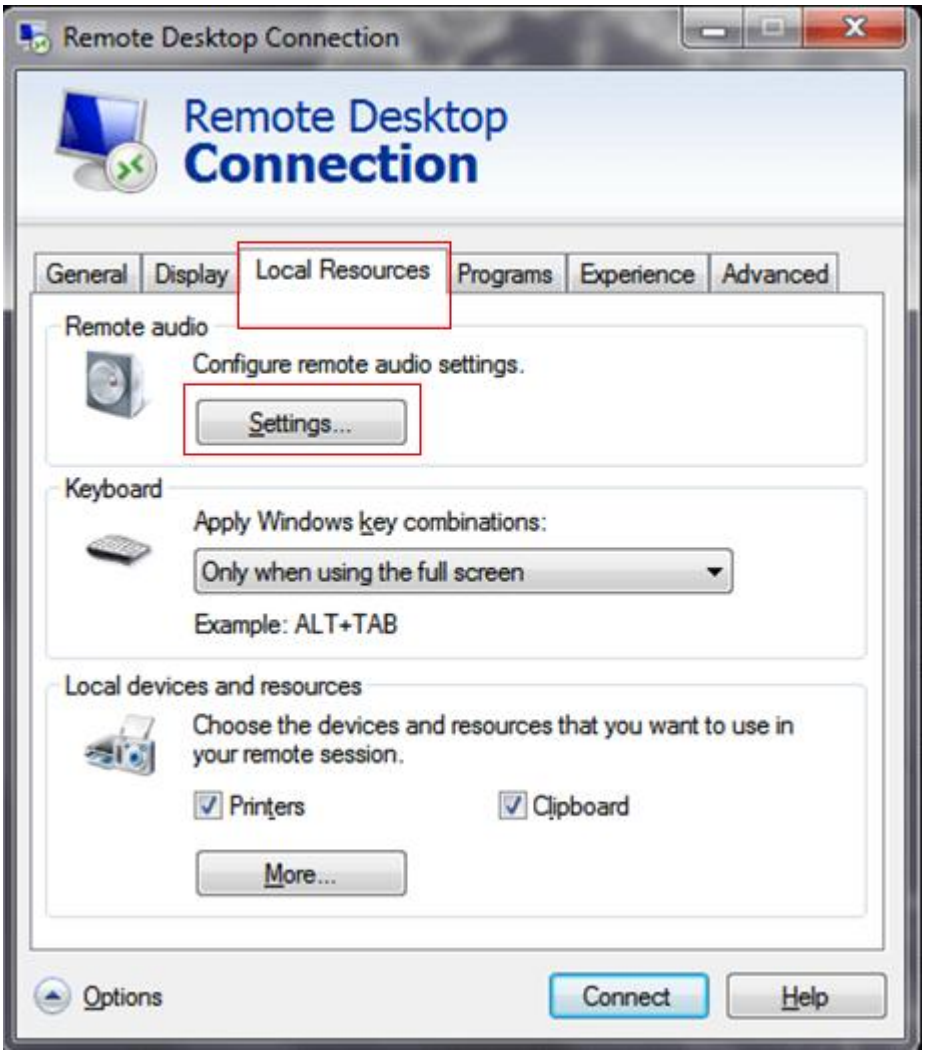
A: There could be the busy tone setting mismatch between PBX and SkyGWO. Please go to SkyGWO Phone setting page to check if the selected busy tone country is correct or not. If there is no appropriate country for setting, please enable manual busy tone parameter setting. Besides, Please check PBX extension port busy tone parameter with busy tone information from PBX vendor. Or consult with your SkyGWO vendor for PBX extension port busy tone detection tool



Q9: Why Skype gateway software reports Skype audio setting error and the message indicates the problem might be caused by another machine with Windows remote desktop connection?

A: When one machine connects Skype gateway system via Windows remote desktop connection, the default setting might leave gateway's USB audio device FXOAudio0x under the control of the remote connecting machine and cause Skype audio setting error in the Skype gateway. Before connecting Skype gateway system via Windows remote desktop connection, user needs to make sure Skype gateway's USB audio device FXOAudio0x won't be used by the remote machine as the setting steps in red of the following figures.

Remote Desktop Connection
Remote Desktop
Connection
Computer:
Example: computer.fabrikam.com
User name:
None specified
The computer name field is blank. Enter a full remote computer name.
Options
Connect
Help


Remote Desktop Connection
Remote Desktop
Connection
General
Display
Local Resources
Programs
Experience
Advanced
Remote audio
Configure remote audio settings.
Settings...
Keyboard
Apply Windows key combinations:
Only when using the full screen
Example: ALT+TAB
Local devices and resources
Choose the devices and resources that you want to use in your remote session.
Printers
Clipboard
More...
Options
Connect
Help

Remote Desktop Connection
Remote Desktop
Connection
Remote audio playback
Play on this computer
Do not play
Play on remote computer
Remote audio recording
Record from this computer
Do not record
OK
Cancel

12. Regulation

Regulatory Compliance Notices

Class B Equipment

This equipment has been tested to comply with the limits for a Class B device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by implementing one or more of the following measures:

- Reorient or relocate the receiving antenna;
- Increase the separation between the equipment and receiver;
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected;
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to note that any changes or modifications made to this device that are not expressly approved may void the users' authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo in the United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation.